

# HOLT & DISTRICT DEMENTIA SUPPORT

England & Wales · Charity number 1179793

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2018-09-04

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** 39 Cromer Road  
Holt  
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**Website** [www.holtdementiasupport.org.uk](http://www.holtdementiasupport.org.uk)

## Activities

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**Objects:** THE CHARITY'S OBJECTS ('THE OBJECTS') ARE THE PROMOTION OF SOCIAL INCLUSION AMONGST THOSE LIVING WITH DEMENTIA AND THEIR CARERS WITHIN HOLT AND THE IMMEDIATE SURROUNDING DISTRICT TO A RADIUS OF 8 MILES WHO ARE SOCIALLY EXCLUDED FROM SOCIETY, OR PARTS OF SOCIETY, AS A RESULT OF THEIR DISABILITY BY:-1. PROVIDING SUPPORT AND SERVICES APPROPRIATE TO THEIR NEEDS;2. DEVELOPING GREATER AWARENESS AND UNDERSTANDING OF DEMENTIA ISSUES WITHIN OUR LOCAL COMMUNITY;3. ESTABLISHING AND DEVELOPING NETWORKS AND LINKS WITH OTHER SERVICE PROVIDERS AND BUSINESSES TO ENABLE US TO SUPPORT AND DEVELOP A LOCAL DEMENTIA FRIENDLY COMMUNITY;4. PROVIDING ACCESSIBLE INFORMATION ON HOW TO ACCESS ADVICE, SUPPORT AND SERVICES FOR PEOPLE LIVING WITH DEMENTIA AND THEIR CARERS; AND5. PROVIDING SOCIAL SUPPORT AND ACCESS TO ACTIVITIES THROUGH THE PROVISION OF A DEMENTIA-FRIENDLY CAFÉ, HOME VISITING AND OTHER ACTIVITIES.

**Activities:** Centred on Holt and the surrounding district, we offer social support and access to activities for those living with dementia and respite for their carers through provision of 2 weekly cafes, a home visiting service and a twice monthly afternoon cafe, plus information and advice on our website and newsletters, dementia awareness training and participation in local dementia friendly initiatives.

## Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Elderly/old People

## Geography

- Norfolk

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£13,861	£12,563	-	-
2024-03-31	£9,179	£11,773	-	-
2023-03-31	£16,888	£9,017	-	-
2022-03-31	£16,078	£7,170	-	-
2021-03-31	£3,197	£3,127	-	-

## Trustees

Name	Role	Appointed
<b>CLAIRE GAYNOR ROBERTS</b>	Chair	2018-09-04
DAVID BENSON TWINING SIDGWICK		2018-09-04
Dr Stephen John Gillam		2022-06-06
ISOBEL MARGARET HORSLEY		2020-08-10
Jocelyn Paula Wiggins		2023-06-02
Karen Elizabeth Neill		2025-06-19

**HOLT & DISTRICT DEMENTIA SUPPORT**

England & Wales - Charity number 1179793

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# Accounts

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Holt & District  
Dementia Support



Annual Report  
2024 - 25

## Trustees' Annual Report for the period 2024 - 2025

Period start date: 1 April 2024

Period end date: 31 March 2025

Charity name: Holt & District Dementia Support

Charity registration number: 1179793

### Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>The objects of the charity are set out in our Constitution and are summarised as follows:</p> <p>The promotion of social inclusion amongst those living with dementia and their carers within Holt and the immediate surrounding district to a radius of 8 miles, who are socially excluded from society, or parts of society, as a result of their disability by:</p> <ol style="list-style-type: none"> <li>1. Providing support and services appropriate to their needs;</li> <li>2. Developing greater awareness and understanding of dementia issues within our local community;</li> <li>3. Establishing and developing networks and links with other service providers and businesses to enable us to support and develop a local dementia friendly community;</li> <li>4. Providing accessible information on how to access advice, support and services for people living with dementia and their carers; and</li> <li>5. Providing social support and access to activities through the provision of a dementia-friendly café, home visiting support and other activities.</li> </ol>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p><b>Activities</b></p> <p>Holt &amp; District Dementia Support has endeavoured to meet its aims and objectives throughout 2024-25. The trustees consider these were directed entirely for the benefit of those living with dementia and their carers. Services were delivered free of charge except for the Poppy Lunch Club, where a contribution to the cost of the meal was requested. Donations were welcomed.</p> <p>The activities / services delivered to meet these objectives have included the following:</p>

### **Poppy Café**

The organisation provides a drop-in Poppy Café for people living with dementia and their carers. Carers are invited to leave the person living with dementia in the care of the Café volunteers and to enjoy some respite time to themselves. Each session lasts two hours and is staffed by volunteers and managed by a co-ordinator.

During this reporting period the organisation provided a Poppy Café on Tuesday and Friday mornings. The Friday Poppy Café replaced the original Café held on Mondays.

The Poppy Cafés offer –

- Opportunities for support in a safe, friendly and relaxed environment;
- Social contact and friendship, allowing families and carers time to share ideas and information;
- A wide selection of activities including a twice monthly session of music and singing;
- Refreshments including tea, coffee and cakes;
- Access to visiting health and care professionals and members of other voluntary organisations;
- Information leaflets on available resources and access to a library of books on dementia care.

### **Poppy Home Visiting Service**

The charity also provides a Poppy Home Visiting Service that offers respite for families and carers who look after those with dementia in their own homes.

This service –

- Is provided by volunteers who offer company, support and reassurance to the client and enable carers to take time out;
- Is undertaken by volunteers that have successfully completed training in Adult Safeguarding, Communication skills, Dementia Awareness and Lone Working and who have received clearance via the DBS screening service;
- Provides visits lasting up to a maximum of 3 hours;
- Offers visits on a weekly, fortnightly, monthly or occasional basis and these are pre-arranged to suit both the clients and families' needs;
- Ensures that all visits are risk assessed, planned and coordinated.

### **Poppy Friends**

It was recognised that carers of our clients needed extra support and we could help by linking them with each other. In addition, it was also recognised that bereaved ex-carers had ongoing needs as well as much to offer to new carers in terms of providing advice, sharing anecdotes and offering friendship. This led to the formation of Poppy Friends in May 2021 and the group has met monthly ever since.

Meetings were held on the last Friday of the month initially but some carers were unable to attend due to their caring responsibilities. The Poppy Friends sessions now occur on the third Tuesday of the month and carers are able to leave the person living with dementia at the Poppy Café while they attend the meeting at Loades Hall in Holt.

It is a safe, informal support group, providing a place where carers and ex-carers can meet, supported by volunteers, to chat, share experiences, laugh, and discuss issues of concern with each other. The intention has been to provide mutual support, including sharing information about available resources, services, and events.

### **Poppy Lunch**

Poppy Lunch commenced on the 2 December 2022 and operates on the first Thursday of every month. Our clients living with dementia and their carers are invited to attend and the meal is provided by another local charitable organisation, Glaven Caring. The meal was initially provided to clients and carers free of charge during the first year but is now provided at the subsidised rate of £7.50 per head for a two-course meal with coffee and tea to follow. Every effort is made to create the feel of a restaurant but in a safe, unhurried atmosphere. Assistance is provided to clients who may need support with eating and all dietary needs are met.

### **Poppy Exercise**

Gentle exercise sessions to promote balance, mobility and muscle strength were commenced on September 5 2022 at the Monday Poppy Café as a pilot initiative. During 2023-24 this was offered as a stand-alone service on a separate day but this proved less attractive to clients than the integrated exercise sessions so exercise has once more returned to being within the Café setting. This service is open to both clients and carers and is regularly provided at the Friday Poppy Café.

### **Partnership working**

The Chair is a member of North Norfolk Dementia Working Group, North Norfolk Mental Health Group and the Older Peoples Working Group, all led by North Norfolk District Council but including representatives from local health and social care services and other voluntary services. Referrals for support are received from the statutory services and voluntary organisations.

The Lead Coordinator for Carers and Networking attends local meetings focused on services that support those living with dementia and their carers. Information is shared by email and at the monthly Poppy Friends meeting. Other voluntary organisations working with families living with dementia, such as the Alzheimer's Society, AgeUK, Carers Matter and Dementia Adventure liaise with the organisation and provide information and advice.

The Chair of the local authority, North Norfolk District Council, has nominated dementia as her key focus for her year in office and as such has provided opportunities to attend networking opportunities with other voluntary organisations involved in providing services to those living with dementia.

The organisation also has links with the University of East Anglia Research Unit into Dementia and Norfolk and Suffolk Foundation Trust Research Unit and provides information to those living with dementia and their carers on possible participation in current research.

**Public information and advice**

Holt & District Dementia Support reaches out to the public to publicise its activities and services to ensure that those needing support are able to access its services. This occurs via its website, posters and leaflets in public places and local publications.

Leaflets on other local and national resources and voluntary groups providing services for this client group are made available at the Poppy Cafés and online.

Members of Holt & District Dementia Support also attend local Community Events to offer information on our services.

**Training**

The organisation will provide dementia awareness training to local businesses and organisations that request it and opens its in-house training for volunteers to other local organisations that might have either staff members or volunteers who could benefit from the training sessions.

All new volunteers are required to attend 'Understanding Dementia' and Adult Safeguarding training as soon as possible after joining the organisation. Additional presentations are arranged for existing volunteers

**Performance review**

Prior to the Annual General meeting all volunteers and clients are requested to provide feedback on the organisation's services and approach via a survey, which can be submitted anonymously. The results of these various surveys are analysed and reported at the Annual General Meeting. This year the questions were focused on evaluating service users' satisfaction with the service provision, determining whether clients, carers and volunteers feel supported and seeking suggestions for future developments.

**Additional details of objectives and activities****Website**

Holt & District Dementia Support provides a website that provides details of all its services and activities plus contact details for the organisation and other voluntary or statutory services that families living with dementia may need to access. This is kept updated and includes an online copy of the most up to date Newsletter.

**Newsletter**

The charity provides a regular bi-monthly newsletter. The Newsletter includes articles, details of activities and useful information for clients, carers and volunteers. This is provided electronically to volunteers and clients alike but is also available in hard copy for those not online.

**Fund raising**

The charity provides services free of charge but welcomes donations. Where applicable the organisation applies for relevant grants either locally or nationally and has benefitted from local organisations and individuals raising money on its behalf.

Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The trustees have due regard to the requirement to ensure that the activities of the organisation are directed at ensuring public benefit in accordance with the guidance issued by the Charity Commission.
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### Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The charity does not make grants to individuals or other organisations.
Policy on social investment including programme related investment	Para 1.38	The charity does not invest in other social programmes apart from those provided by the organisation but does have a close working relationship with Glaven Caring.
Contribution made by volunteers	Para 1.38	Volunteers are the lifeblood of the charity and without the interest and support of our volunteers the charity would not be able to provide any of its services. They contribute their time, interest and practical support to ensuring that the charity can offer its services to clients and carers. They also each contribute the benefit of a wealth of experience and knowledge that is of inestimable value to the clients and carers alike.
Contribution made by volunteers cont'd	Para 1.38	The organisation constantly looks to recruit new volunteers and from time to time has an active recruitment campaign. Many new volunteers come to the organisation by word of mouth while others are drawn to volunteering by reading articles or leaflets about the work we do. Over the year nine new volunteers have come forward and have become active volunteers at the Cafés with one new volunteer also undertaking Home Visiting. This has allowed the organisation to continue to provide its services for families living with dementia.
Other		

### Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and	Para 1.20	<p>During 2024-25 Holt &amp; District Dementia Support pursued its charitable aims by responding to all requests for support and promoting its services to families living with dementia. In so doing, it met its duty to deliver public benefit.</p> <p>During the year the organisation has seen the loss of some longstanding clients due to the inevitable attrition associated with the disease but since the beginning of 2025 there has been a marked increase in new families seeking help and support. Overall, the year began with 39 clients on the register and during the year the organisation lost 21 clients but also gained 21 new clients so that</p>

<p>any wider benefits to society as a whole.</p>	<p>the number on the register remains at 39. 7 clients died, 6 went into full time care, 5 left the services and 3 were discharged.</p> <p>The organisation's main achievements during 2024-25 were as follows:</p> <p><b>Tenth Anniversary</b>  In April 2024 the organisation marked its tenth anniversary since its foundation with a special event to which all volunteers were invited, both past and present. The event was also attended by our initial founding members, our current patron, The Right Honourable Sir Norman Lamb, other representatives of local organisations and past donors. It was a very successful event that enabled the work of the organisation to be acknowledged as well as the contribution of individual supporters and volunteers.</p> <p>A smaller but similar event was then held separately for our current clients and carers.</p> <p><b>Poppy Café</b>  Following the closure of the Monday Poppy Café in January 2024 the organisation provided only one Café session a week until May, when a second weekly Café commenced on Friday 10 May 2024. The aim of this second session shifted to include specific scheduled activities including baking, exercise sessions, games and crafts. Attendance was small initially but as the year progressed attendance increased. This session remains the one of choice for those clients whose degree of disability means that they require a less stimulating environment.</p> <p>There were 814 client attendances at the two Poppy Cafes with 651 attendances by carers. The Cafes were supported by 528 episodes of volunteering by our volunteers.</p> <p>During both Poppy Cafés, carers were encouraged to leave the client living with dementia at the Café and have some time to themselves. However, an increasing number are choosing to remain as they enjoy the atmosphere and camaraderie that is evident during the Café sessions.</p> <p>Poppy Café has continued to focus on not only providing an opportunity for social interaction, but also aiming to create a therapeutic environment to maintain and where possible, regain functional capacity.</p> <p>During 2024-25 the Cafés have provided a range of activities including games, quizzes, colouring books, flower arranging, baking and occasional craft sessions. The use of an interactive white board has enabled some clients to participate in jigsaws and word searches on the bigger screen and also to enjoy background pictures and music that helps to initiate memories and conversations with volunteers.</p> <p>There are now two music sessions per month including the Singing Café, where client participation is actively encouraged, plus a further session led by a pianist, which involves more modern music. Words for songs are now being displayed on an electronic white board to aid participation.</p>
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During 2024-25 there were also some visits from a local guitarist, Nigel Stewart. Music and singing remains very popular and enables clients who struggle to talk to find a medium to express their feelings and emotions.

Regular monthly visits from our PAT dog, Tilly, remain very popular and help to reach some of those living with dementia who find speech and oral expression difficult.

Major national and cultural events are recognized and celebrated so that clients are to participate along with the wider community.

### **Poppy Home Visiting Service**

Poppy Home Visiting continues to provide support and companionship to those who may not be able to attend one of our cafes due to disability, advanced disease or whose carer needs additional support.

At the 31 March 2025 there were 18 clients receiving regular visits, an increase on the same period last year. 11 clients have joined the service with 8 leaving the service as they have been admitted into hospital or care homes, moved to be near family or sadly died.

During the last year one new volunteer has joined the Home Visiting team with one leaving after ten years' service volunteering as a home visitor. The current number of available volunteers stands at 16 volunteers with an additional 4 resting. Thanks to the commitment of the volunteers, there have been 377 home visits during 2024-25, a slight decrease on last year.

We continue to receive requests for Home Visiting support for clients who live outside our area. There is no equivalent service elsewhere and it is both worrying and frustrating that we are not able to refer people to other providers.

Volunteers continue to provide a wonderful service, giving of their time, care and support on a regular and consistent basis, which is greatly appreciated by all in receipt of their visits. Volunteers aim to provide therapeutic support for clients during their visits by offering reminiscence sessions, singing, painting, going out for walks or coffee, playing games or just sitting and watching television together. Carers appreciate the time they have to themselves, knowing that their loved ones are safe and being well looked after.

### **Poppy Friends**

This is an informal support group, providing a place for carers to meet, chat, share experiences, laugh, and discuss issues of concern with each other. They provide each other with mutual support in a neutral forum, including sharing information on available resources, services and events. We serve refreshments and most importantly offer a warm welcome.

The meetings take place on the third Tuesday of the month at Loades Hall (Holt Methodist Church). Carers can come along knowing that their loved one is being entertained and cared for by volunteers at the Poppy Café. Many of our carers attend regularly and find it helpful to meet up with each other. Average attendance is 8 to 10 carers each month.

This year we have welcomed regular visits from two advisors from the Alzheimer's Society, who have offered support and advice to carers on a group and individual basis.

### **Poppy Lunch**

Poppy Lunch commenced in December 2022. It has attracted between 6 and 17 clients and carers each lunch this year. The atmosphere is convivial and everyone is encouraged to enjoy their meal in a relaxed setting and conversation is encouraged. Volunteers serve the meal and clients and carers enjoy their meal as though they are in a restaurant but without any worries about client behaviour. Overall, we served 157 lunches over the year.

At Christmas we had a special Christmas lunch and 28 clients and carers attended with everyone enjoying a very festive occasion.

### **Poppy Exercise**

Poppy Exercise started with only one or two clients and support was provided on a one-to-one basis. Those that took part felt that it helped them with their balance and muscle strength.

Following a grant from Active Norfolk, additional sports equipment was purchased and for a period of six months, a separate Poppy Exercise session was offered on one Friday each month. However, this failed to attract sufficient numbers to make it viable and the Exercise sessions have returned to being offered within one of the Friday Poppy Café sessions where the uptake is better, with both clients and carers taking part.

### **Poppy Outings**

During 2024-25 the organisation arranged an outing to the gardens at Severals Grange in July 2024, by kind invitation of Jane Lister and Brenda Hine.

Afternoon tea was provided and clients and carers were able to explore the lovely gardens. Photographs taken on the day have been used on the interactive white board to initiate conversations during subsequent Poppy Café sessions.

During the Holt Festival in July 2024 the Poppy Cafés were obliged to vacate their usual venue and the Cafés were kindly accommodated in Loades Hall by invitation of Holt Methodist Church. This lasted three weeks and provided a change of scene that was a welcome alternative for clients.

### **Partnership working**

Holt & District Dementia Support has continued to work with other partner organisations to strengthen services for those living with dementia.

The Lead for Carers and Networking has maintained electronic contact with the local Carers Matter voluntary organisation and has passed on information and advice to carers.

Referrals of clients and carers have been received from the Alzheimer's Society and local health and social care organisations.

	<p>The organisation has established a fruitful relationship with North Norfolk District Council (NNDC), which has led to the Chair being actively involved in the North Norfolk Dementia Working Group, Mental Health Group and Older Peoples Group. The Chair of NNDC for 2025 has chosen to have dementia as her key focus during the year and is initiating events throughout the year to promote better care and support for families living with dementia. Holt &amp; District Dementia Support is actively participating in this programme.</p> <p>Close ties have been maintained with the local parish church, Glaven Caring, the Methodist church, all of whom have supported the organisation throughout the year and facilitated opportunities for the families of those living with dementia. Members supported the celebrations to recognise the 50<sup>th</sup> Anniversary of the founding of The Glaven as a Day Care Unit.</p> <p>The organisation has reached out to the two local care homes that have opened in Holt and in January 2025 we were asked to officially open the new Memory Care Unit at King's Court Care Home in Holt.</p> <p>In September 2024, Amy Colley, who works as a carer with a local care agency, Home Instead, organised a fundraising event at North Walsham focused on dementia care. She subsequently donated the entire sums raised to Holt &amp; District Dementia Support.</p> <p><b>Performance review</b></p> <p>Clients and carers at each of the organisation's services are issued with a survey questionnaire each year as are all volunteers within the organisation.</p> <p>The surveys for 2023-24 were circulated in April 2024 and were reported at the Annual General Meeting on the 27 June 2024. The surveys looked at the effectiveness of service provision as well as more detailed analysis of each service. Clients and carers were very positive about all the services although as usual, some clients expressed a wish for more home visiting.</p> <p>Carers commented on the new provision of a second Café on a Friday and although it was early days when the survey was undertaken, there were favourable comments about possible activities for the Friday session. These were taken up during this last year.</p> <p>The Poppy Lunch Club was well evaluated by those that attended with helpful suggestions about introducing background music and altering the seating plan.</p> <p>Poppy Friends was highly valued by those that attended and attendance had increased with the change of day to a Tuesday so that the person living with dementia could be cared for at the Poppy Café and so free the carer to attend.</p> <p>Volunteers reported that they found it easy to volunteer and felt well supported in their role. Some expressed a desire for more information about the outcome of operational meetings and many provided helpful suggestions about activities and the general running of the Café sessions. These were acted upon in 2024-25.</p>
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		<p>Many expressed how much they had enjoyed our ten-year anniversary celebrations.</p> <p>This year's questions have been circulated and will be reported at the Annual General Meeting on the 19<sup>th</sup> June 2025. This year the focus is again on whether clients feel that current services are effective and whether volunteers feel supported in their role.</p> <p><b>Public information</b></p> <p>The organisation has continued to promote the work of the charity where applicable through articles in the local press, involvement in local events to raise awareness of what we do and by distributing leaflets and posters widely throughout the area. The tenth anniversary of the organisation was well publicised in the Eastern Daily Press and other local publications.</p> <p>The website has continued to be updated regularly with information about current services and events. The bimonthly Newsletter is published online and there is access to all previous copies for those new to the site.</p> <p>Updates have also taken place to listings of the organisation on local authority information sites and those of partner organisations such as the Alzheimer's Society.</p> <p><b>Education &amp; Training</b></p> <p>Face-to-face training has taken place during 2024-25 and new volunteers have been provided with the opportunity to attend sessions on Understanding Dementia and Safeguarding Adults.</p> <p>The Chair has provided additional on-site training to staff and volunteers at the Glaven Day Care Centre.</p>
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**Additional information (optional)**

You may choose to include further statements where relevant about:

<p>Achievements against objectives set</p>	<p>Para 1.41</p>	<p>The charity has achieved against all its agreed objectives and continues to look for ways in which it can both improve and expand its services to maximise its support for families living with dementia.</p> <p>It remains focused on raising awareness about the needs and interests of those living with dementia, sharing information with partnership organisations and helping to raise the profile of those living with dementia when new developments are envisaged in the local community.</p> <p>The organisation has ensured that communication with families living with dementia and the public has been assured through the publication of its Newsletter, website, articles in the local media and the distribution of leaflets about the charity's activities.</p> <p>Holt &amp; District Dementia Support remains a lifeline for many families and as our annual surveys attest, many families living with dementia find they are only able to continue to care for their relative due to our support and the services we provide. We continue to look for innovative ways to develop and expand our support and to assist families to live well with the challenge of dementia.</p>
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		In late 2024 the charity was nominated for a King's Award for Voluntary Services by a small group of the organisation's carers. Over the following few months two deputy lieutenants of the county attended all our services and spoke to clients, carers and volunteers. Their report was submitted by March 31 2025 and the organisation will hear whether the nomination has been successful in November 2025.
Performance of fundraising activities against objectives set	Para 1.41	The charity does not set itself any objectives in terms of fundraising but has been fortunate to receive contributions towards its services from the continued support of local people, businesses and individuals who have benefitted from the service. In 2024-25 the charity received a number of substantial donations, the largest being £1,735 from an individual donor as well as smaller donations from many individuals and other supportive organisations.
Investment performance against objectives	Para 1.41	The charity does not have any objectives in relation to investments.
Other		

## Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	The cash held either at bank or in hand totalled £30.5k at 31 March 2025. There were no other assets and no outstanding liabilities at that date.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	The main financial risk to the charity is reduced donations and the reserves are held to cover operational costs in the event of a loss of income, to meet the costs of possible new initiatives and to meet any unforeseen expenditure that may occur. It is the charity's policy to maintain reserves that would cover 24 months expenditure in the event of a loss of income. Expenditure totalled £12.5k for the year ended 31 March 2025.
Amount of reserves held	Para 1.22	The reserves held at 31 March 2025 totalled £30.5k.
Reasons for holding zero reserves	Para 1.22	Not applicable
Details of fund materially in deficit	Para 1.24	Not applicable
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	Currently there are no uncertainties about the charity continuing as a going concern.

### Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	The charity's principal source of funds is from donations. These come from the clients and carers who use the services, fundraising initiatives by local individuals, organisations, businesses and from bequests. The charity applies for community grants where applicable. During the year donations received totalled £12.2k.
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Investment policy and objectives including any social investment policy adopted	Para 1.46	Not applicable.
A description of the principal risks facing the charity	Para 1.46	<p><b>Risk Management</b></p> <p>The charity has a proactive approach to risk management. The Trustees have identified their key risks and have in place a risk management plan to manage and mitigate the identified risks. This is monitored regularly and updated as required.</p> <p>A risk assessment is undertaken if new services are commenced or outings are considered. These are shared with the volunteers. In 2024-25 the church premises in which the Poppy Cafes take place, underwent an external fire risk inspection. The subsequent fire risk assessment report led to a new Fire Prevention policy and written Evacuation Procedure for the premises. This was incorporated into the Poppy Cafe's guidelines.</p> <p>The Home Visiting Service undertakes a risk assessment on all new clients and the subsequent risk management plan is made available to all volunteers visiting the client and this is updated as required.</p> <p>Specific guidance is available for volunteers at both the Poppy Café and the Home Visiting service to manage risks associated with the health and well-being of clients. This guidance is brought to the attention of all new volunteers with the service as part of the volunteer's induction to the organisation. The provision of a cardiac defibrillator on the premises led to the provision of first aid training.</p> <p>Poppy Exercise has also been added to the risk register and mitigations have included training for key volunteers, health assessment of all participants and guidance for the use of equipment.</p> <p>Checks with the Disclosure and Barring Service are undertaken for all members who exercise positions of responsibility within the organisation and all those who volunteer as Home Visitors to ensure protection for our vulnerable clients.</p> <p>Public liability insurance is in place plus additional accidental cover for volunteers undertaking duties with the organisation.</p>

## Structure, Governance and Management

Description of charity's trusts:		
Type of governing document	Para 1.25	Holt & District Dementia Support is governed by a Constitution that was agreed and ratified by the entire membership when the organisation registered with the Charity Commission in September 2018. In 2021-22 an amendment was made to the Constitution at an Emergency General meeting held on the 9 December 2021 as follows:

		<ul style="list-style-type: none"> <li>Trustees to serve for three terms of three years before compulsorily having to stand down instead of two terms. A charity trustee who has served for three consecutive terms may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least three years.</li> </ul>
How is the charity constituted?	Para 1.25	The organisation is registered as a Charitable Incorporated Organisation.
Trustee selection methods including details of any constitutional provisions E.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	<p><b>Recruitment and appointment of trustees</b></p> <p>Trustees are elected by those members that are in attendance at the Annual General meeting and are drawn from both the membership and from individuals from outside the organisation but with a proven interest in the aims of the organisation.</p> <p>Trustees are proposed and seconded by current members and are required to indicate their willingness to take on the additional responsibilities associated with being an officer within the organisation and the duties and responsibilities associated with being a trustee prior to the Annual General meeting. Members are eligible to be considered as trustees based on their personal abilities, specialist knowledge and skills and commitment to the aims and objectives of the organisation.</p> <p>If a trustee vacancy occurs before the Annual General meeting is due to take place the existing trustees will appoint an interim trustee to ensure continuity of governance and the appointment will be subject to a vote of the membership at the next Annual General meeting.</p>

### Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p><b>Induction and training of trustees</b></p> <p>On appointment as a trustee, the appointee is provided with an introduction to the role by an existing trustee and given a copy of the Constitution and the organisation's policies and procedures.</p> <p>In addition, the new trustee is directed to the guidance issued by the Charity Commission on the duties and responsibilities associated with being a trustee and the importance of public benefit.</p>
The charity's organisational structure and any wider network with which the charity works	Para 1.51	<p><b>Organisational structure</b></p> <p>The charity has a well understood structure that supports good governance and operational management.</p> <p>The charity trustees are responsible for exercising responsibility for the corporate governance of the organisation, setting its strategic direction and ensuring compliance with both its Constitution and the requirements of being a Charitable Incorporated Organisation.</p>

	<p>The operational management of the various services provided by the charity are overseen by the Working Committee, which comprises the trustees plus other appointees and advisors that contribute specific knowledge and expertise.</p> <p>The trustees and members of the Working Committee receive no remuneration other than payment for incidental expenditure associated with undertaking their role as either committee members or as volunteers. All give of their time freely.</p> <p>The Working Committee meets six times a year with a separate Trustee committee meeting preceding that of the Working Committee meeting at least twice a year. Otherwise, the meetings are integrated. Each committee has specific terms of reference which ensure that responsibilities, delegation and decision-making is clearly defined and duplication is avoided. Both committees are chaired by the Chair of the organisation to ensure continuity and good communication between both committees.</p> <p>During 2024-25 two trustees, David Sidgwick and Isobel Horsley, stood down but were re-elected for a further term of office. Elizabeth Brett was appointed as Administrator for the following year.</p> <p>Volunteers are core to the organisation and are recruited from the general public and specifically for their commitment to the aims and objectives of the organisation in supporting those living with dementia and their carers.</p> <p>Volunteers are invited to attend a meeting twice a year to ensure that all members have an opportunity to contribute to the direction of the organisation and to discuss issues with the membership of both committees. All members are invited to attend the Annual General meeting. During 2024-25 the Volunteers had an opportunity to attend a Volunteer Lunch before the meeting took place.</p> <p>In addition to the Constitution, Holt &amp; District Dementia Support has a suite of policies to support good governance including policies on Safeguarding, Recruitment, Data Protection, Risk Management and Lone Working and all members are directed to these policies on joining the charity. This guidance is supplemented by a comprehensive Volunteer Handbook that is issued to all new members. During this year an additional Managing Conflicts of Interest policy was ratified and the Volunteer Handbook was updated and re-printed.</p> <p>Training is provided to all new volunteers who have been accepted as members through the recruitment process including training on understanding dementia, safeguarding and communication skills. Bespoke training is arranged when needed.</p>
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		<p style="text-align: center;"><b>H&amp;DDS ORGANISATIONAL STRUCTURE</b></p> <div style="text-align: center;"> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;"><b>TRUSTEES</b></p> <p style="text-align: center;">Chair / Lead for Poppy Lunch Deputy Chair/ Lead for Home Visiting Treasurer Lead for Poppy Cafés Volunteer/ Health Professional Volunteer / Home Visitor</p> </div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;"><b>THE WORKING COMMITTEE</b></p> <p style="text-align: center;">Trustees Lead for Home Visiting Lead for Poppy Cafés Lead for Media / Newsletter Lead for Carers / Networking Home Visitor Volunteer Poppy Café Volunteer  Representatives from associated organisations</p> </div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;"><b>MEMBERS</b></p> <p style="text-align: center;">Current volunteers who have completed the recruitment process</p> </div> </div>
<p>Relationship with any related parties</p>	<p>Para 1.51</p>	<p><b>Relationship with related parties</b></p> <p>The charity is the principal voice for those living with dementia in Holt but endeavours to work with other organisations and authorities that are engaged in supporting families living with dementia including the local district council, health authorities, local care homes and local businesses that actively promote dementia-friendly practices.</p> <p>The charity is also in regular contact with other charities in this field such as Age UK, the Alzheimer’s Society, the Admiral Nursing Service, Dementia Action Alliance, Glaven Caring and Heritage House so that advice, support and service provision is integrated and focused on the needs of the local client group.</p>

Other		
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## Reference and Administrative details

Charity name	Holt & District Dementia Support
Other name the charity uses	None
Registered charity number	1179793
Charity's principal address	39 Cromer Road Holt Norfolk NR25 6EU

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Claire Roberts	Chair/ Lead Coordinator for Poppy Lunch	Whole period	Membership of organisation
2	Eleanor Sidgwick	Deputy Chair / Lead Coordinator for Home Visiting	Whole period	Membership of organisation
3	David Sidgwick	Treasurer	Whole period	Membership of organisation
4	Isobel Horsley	Lead Coordinator for the Poppy Cafés	Whole period	Membership of organisation
5	Stephen Gillam	Poppy Café & Home Visiting Volunteer/ Retired GP	Whole period	Membership of organisation
6	Jocelyn Wiggins	Home Visiting Volunteer	From AGM	Membership of organisation

### Corporate trustees – names of the directors at the date the report was approved

<b>Director name</b>		
None		

### Name of trustees holding title to property belonging to the charity

<b>Trustee name</b>	<b>Dates acted if not for whole year</b>	
None		

## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

### Additional information (optional)

#### Names and addresses of advisers (Optional information)

Type of Adviser	Name	Address
Alzheimer's Society	Russell Simpson	<a href="mailto:russell.simpson@alzheimers.org.uk">russell.simpson@alzheimers.org.uk</a>
Examiner	Angela Harcourt	Hard Farm, Little Marsh Lane, Field Dalling, Holt, NR25 7LL
Bank	Barclays Business Banking	Online

#### Name of chief executive or names of senior staff members (Optional information)

##### Working Committee

Trustees

Lead for Communications, Media Relations and Website – Sue Wharfe

Administrator – Elizabeth Brett

Representatives from:

Poppy Café – Maureen Buckey

Clients and Carers / Lead for Carers & Networking – Helen Banham

#### Exemptions from disclosure

Reason for non-disclosure of key personnel details

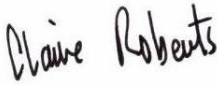

All disclosed

#### Other optional information

## Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

<b>Signature(s)</b>		
<b>Full name(s)</b>	Claire Roberts	David Sidgwick
<b>Position (eg Secretary, Chair, etc)</b>	Chair	Treasurer
<b>Date</b>	19 June 2025	

Holt & District Dementia Support

Annual Report 19th June 2025

Registered Charity No. 1179793



**BALANCE SHEET**

**AS AT 31 MARCH 2025**

<b>31.03.24</b>		<b>£</b>	<b>£</b>	<b>31.03.25</b>
<b>£</b>		<b>£</b>	<b>£</b>	<b>£</b>
	<b>ASSETS</b>			
	<b>Current assets</b>			
969	Barclays Community Account		763.03	
28,286	Barclays Business Premium Account		9,289.05	
0	CCLA Charities Deposit Fund		20,500.30	
28	Cash in hand		28.26	30,580.64
				<b>£30,580.64</b>
		<b>£29,283</b>		
	<b>FUNDS AND RESERVES</b>			
	<b>GENERAL FUND</b>			
	Balance brought forward		27,746.18	
	Less: Transfer to Risk Reserve	24,500.30		
	Transfer to Poppy Lunch Fund	1,000.00	25,500.30	
			2,245.88	
	Add: Transfer of funds from Grant Fund	121.11		
27,746	Surplus for the year.	2,389.09	2,510.20	4,756.08
	<b>RISK RESERVE</b>			
0	Transfer from General Fund			24,500.30
	<b>POPPY LUNCH FUND</b>			
	Balance brought forward		1,415.46	
	Add: Transfer from General Fund		1,000.00	
			2,415.46	
1,416	Less: Deficit for the year		1,091.20	1,324.26
	<b>GRANT FUND (EXERCISE)</b>			
	Balance brought forward		121.11	
121	Less: Transfer to General Fund		121.11	0.00
		<b>£29,283</b>		<b>£30,580.64</b>

**Registered charity number: 1179793**

**HOLT & DISTRICT DEMENTIA SUPPORT**

**GENERAL FUND**

**RECEIPTS AND PAYMENTS ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2025**

<b>2024</b>				<b>2025</b>
£	£		£	£
		<b>RECEIPTS</b>		
		<b>General income</b>		
	3,116	Donations at Poppy Café	4,200.94	
	50	Home Visiting Service donations	465.00	
	559	Gift Aid	304.97	
	15	Sale of disabled toilet keys	30.00	
	4	Sale of spikey ball	0.00	
	349	Deposit account interest	753.26	
	44	Commission from Amazon	0.00	
4,138	<u>1</u>	Sundry income	<u>0.00</u>	5,754.17
		<b>One-off donations:</b>		
	0	Blue Sky Leisure	172.00	
	0	Food for thought	660.00	
	0	Campbell Welsh	200.00	
	0	Holt Society	100.00	
	0	Gresham's School	306.15	
	0	Charities Trust for Yorkshire Building Society	850.00	
	0	Tom James	100.00	
	0	Charity Event, North Walsham	640.00	
	0	East of England Co-op	241.75	
	0	Festive Holt	350.00	
	0	Katherine Shephard	1,735.02	
	0	Holt W.I.	150.00	
	0	W.I. Noreaster Group	250.00	
	0	Collection Boxes	191.80	
	1,028	Pam's Bridge Tournament	0.00	
	2,000	Holt & District Rotary	0.00	
	261	Charity Quiz Night	0.00	
3,786	<u>497</u>	Other donations	<u>260.36</u>	6,207.08
<u>7,924</u>		Balances carried forward		<u>11,961.25</u>

**HOLT & DISTRICT DEMENTIA SUPPORT**

**GENERAL FUND**

**RECEIPTS & PAYMENTS ACCOUNT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

<b>2024</b>					<b>2025</b>	
£	£		£	£	£	
7,924		Balances brought forward			11,961.25	
		<b>Donations in memory of:</b>				
	0	John Curry		150.00		
	0	Gillian Waters		484.94		
	0	Mary Price		169.42		
	0	Tony Webster		250.00		
	0	Thomas Waits		46.00		
	45	Ann Shreave		0.00		
1,065	<u>1,020</u>	Tony Hilton		<u>0.00</u>	1,100.36	
<u>8,989</u>					<u>13,061.61</u>	
		<b>PAYMENTS</b>				
		<b>Poppy Café expenditure</b>				
	3,268	Meeting room hire	3,558.50			
	729	Refreshments	1,297.13			
	16	Crafts, games and books	161.91			
	272	Volunteer's mileage & parking	360.76			
4,306	<u>21</u>	Planters and plants	<u>0.00</u>	5,378.30		
		<b>Home Visiting Service expenditure</b>				
1,522		Volunteers' mileage		1,512.85		
		<b>Poppy Friends expenditure</b>				
	221	Space Hire	208.00			
242	<u>21</u>	Refreshments	<u>6.65</u>	214.65		
		<b>General expenditure</b>				
	329	Website costs	300.00			
	422	Insurance	421.98			
	52	General mileage	0.00			
	266	Stamps, Stationery, printer ink and paper	233.50			
	0	DBS checks	180.00			
	56	Gifts	53.26			
	34	AGM costs	0.00			
	362	Meeting costs	503.80			
	69	Training costs	7.38			
	120	Christmas presents clients and carers	83.78			
<u>2,919</u>	<u>1,710</u>	Balances carried forward	<u>1,783.70</u>	7,105.80	13,061.61	

**HOLT & DISTRICT DEMENTIA SUPPORT**

**GENERAL FUND**

**RECEIPTS AND PAYMENTS ACCOUNT (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

<b>2024</b>					<b>2025</b>
£	£		£	£	£
2,919	1,710	Balances brought forward	1,783.70	7,105.80	13,061.61
		<b>General expenditure (continued)</b>			
	400	Leaflets, posters and handbooks	383.75		
	189	Volunteers' party	0.00		
	40	Cards	11.89		
	5	Disabled toilet keys	19.12		
	59	Card Reader	0.00		
	30	10th Anniversary invites	0.00		
	250	Contribution towards Defibrillator	0.00		
	132	Garden visit	0.00		
	8	'This is me' booklets	0.00		
	0	10th Anniversary costs	1,315.19		
	0	Outing costs	47.07		
2,823	0	Laminating pouches	6.00	3,566.72	10,672.52
<u>£96</u>		<b>Surplus for the year</b>			<u>£2,389.09</u>

**HOLT & DISTRICT DEMENTIA SUPPORT**

**POPPY LUNCH FUND**

**RECEIPTS AND PAYMENTS ACCOUNT**

**FOR THE THE YEAR ENDED 31 MARCH 2025**

<b>2024</b>					<b>2025</b>
£	£		£	£	£
		<b>RECEIPTS</b>			800.00
190		Donations towards lunches			
		<b>PAYMENTS</b>			
	1,383	Food costs	1,504.50		
	307	Hire of Parish Hall	360.00		
1,775	85	Other costs	26.70		1,891.20
<u>£1,585</u>		<b>Deficit for the year</b>			<u>£1,091.20</u>

**HOLT & DISTRICT DEMENTIA SUPPORT**

**INDEPENDENT EXAMINER'S REPORT**

I confirm the accounts were presented, ready for examination.

In connection with my examination, no material matter has come to my attention to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: Angela Harcourt

Address: Hard Farm, Field Dalling, NR25 7LL

Date: 25 May 2025

**HOLT & DISTRICT DEMENTIA SUPPORT**

England & Wales - Charity number 1179793

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# Accounts

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Holt & District  
Dementia Support



Annual Report  
2023 - 24

## Trustees' Annual Report for the period 2023 - 2024

Period start date: 1<sup>st</sup> April 2023

Period end date: 31<sup>st</sup> March 2024

Charity name: Holt & District Dementia Support

Charity registration number: 1179793

### Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>The objects of the charity are set out in our Constitution and are summarised as follows:</p> <p>The promotion of social inclusion amongst those living with dementia and their carers within Holt and the immediate surrounding district to a radius of 8 miles who are socially excluded from society, or parts of society, as a result of their disability by:</p> <ol style="list-style-type: none"> <li>1. Providing support and services appropriate to their needs;</li> <li>2. Developing greater awareness and understanding of dementia issues within our local community;</li> <li>3. Establishing and developing networks and links with other service providers and businesses to enable us to support and develop a local dementia friendly community;</li> <li>4. Providing accessible information on how to access advice, support and services for people living with dementia and their carers; and</li> <li>5. Providing social support and access to activities through the provision of a dementia-friendly café, home visiting support and other activities.</li> </ol>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p><b>Activities</b></p> <p>Holt &amp; District Dementia Support has endeavoured to meet its aims and objectives throughout 2023-24. The trustees consider these were directed entirely for the benefit of those living with dementia and their carers. Services were delivered free of charge except for the Poppy Lunch Club where a contribution to the cost of the meal was requested. Donations were welcomed.</p> <p>The activities / services delivered to meet these objectives have included the following:</p>

### **Poppy Café**

The organisation provides a drop-in Poppy Café for people living with dementia and their carers. Carers are invited to leave the person living with dementia in the care of the Café volunteers and to enjoy some respite time to themselves. Each session lasts two hours and is staffed by volunteers and managed by a co-ordinator.

At the beginning of this reporting period the organisation provided Poppy Café on both Monday and Tuesday mornings. The Monday Poppy Café attracted a much smaller number of clients and following a loss of some of the clients who attended on that day, it was decided to suspend this service for a period from January 2024.

The Café offers –

- Opportunities for support in a safe, friendly and relaxed environment;
- Social contact and friendship, allowing families and carers time to share ideas and information;
- A wide selection of activities including a monthly session of music and singing;
- Refreshments including tea, coffee and cakes;
- Access to visiting care coordinators from the local authority and members of other voluntary organisations;
- Information leaflets on available resources and access to a library of books on dementia care.

### **Poppy Home Visiting Service**

The charity also provides a Poppy Home Visiting Service that offers respite for families and carers who look after those with dementia in their own homes.

This service –

- Is provided by volunteers who offer company, support and reassurance to the client and enable carers to take time out;
- Is undertaken by volunteers that have successfully completed training in Adult Safeguarding, Communication skills, Dementia Awareness and Lone Working and who have received clearance via the DBS screening service;
- Provides visits lasting up to a maximum of 3 hours;
- Offers visits on a weekly, fortnightly, monthly or occasional basis and these are pre-arranged to suit both the clients and families' needs;
- Ensures that all visits are risk assessed, planned and coordinated.

### **Poppy Friends**

It was recognised that carers of our clients needed extra support and we could help by linking them with each other. In addition, it was also recognised that bereaved ex-carers had ongoing needs as well as much to offer to new carers in terms of providing advice, sharing anecdotes and offering friendship. This led to the formation of Poppy Friends in May 2021 and the group has been meeting monthly ever since.

Meetings were held on the last Friday of the month initially but some carers were unable to attend due to their caring responsibilities. The Poppy Friends sessions now occur on the third Tuesday of the month and carers are able to leave the person living with dementia at the Poppy Café while they attend the meeting at Loades Hall in Holt. It is a safe, informal support group, providing a place where carers, ex carers and interested volunteers can meet, chat, share experiences, laugh, and discuss issues of concern with each other. The intention has been to provide mutual support, including sharing information about available resources, services, and events.

### **Poppy Lunch**

Poppy Lunch commenced on the 2<sup>nd</sup> December 2022 and operates on the first Thursday of every month. Our clients living with dementia and their carers are invited to attend and the meal is provided by another local charitable organisation, Glaven Caring. The meal was provided to clients and carers free of charge for the first year and is still provided at the subsidised rate of £5 per head for a two-course meal with coffee and tea to follow. Every effort is made to create the feel of a restaurant but in a safe, unhurried atmosphere. Assistance is provided to clients who may need support with eating and all dietary needs are met.

### **Poppy Exercise**

Gentle exercise sessions to promote balance, mobility and muscle strength were commenced on September 5<sup>th</sup> 2022 at the Monday Poppy Café as a pilot initiative. During 2023-24 this was offered as a stand-alone service on a separate day but this proved less attractive to clients than the integrated exercise sessions so exercise has once more returned to being within the Café setting. This service is open to both clients and carers.

### **Partnership working**

The Chair is a member of North Norfolk Dementia Working Group, North Norfolk Mental Health Group and the Older Peoples Working Group, all led by North Norfolk District Council but including representatives from local health and social care services and other voluntary services. Referrals for support are received from the statutory services and voluntary organisations.

The Lead for Networking attends local meetings focused on services that support those living with dementia and their carers. Information is shared by email and at the monthly Poppy Friends meeting. Other voluntary organisations working with families living with dementia, such as the Alzheimer's Society, AgeUK, Carers Matter and Dementia Adventure liaise with the organisation and have attended meetings to provide information and advice.

The local authority, North Norfolk District Council, has developed a new service to enable members of the public to access information on local support services and advice on entitlements. One of their Community Connectors regularly attends the Poppy Café and is available for one-to-one sessions with individual clients and carers.

The organisation also has links with the University of East Anglia Research Unit into Dementia and Norfolk and Suffolk Foundation Trust Research Unit and provides information to those living with dementia and their carers on possible participation in current research.

Between January and April 2024, the Chair supported a planning group creating a new dementia café at Fakenham Leisure Centre. This involved the provision of advice, information and training for all the initial volunteers.

### **Public information and advice**

Holt & District Dementia Support reaches out to the public to publicise its activities and services to ensure that those needing support are able to access its services. This occurs via its website, posters and leaflets in public places and local publications.

Leaflets on other local and national resources and voluntary groups providing services for this client group are made available at the Poppy Cafés and online.

Members of Holt & District Dementia Support also attend local Community Events to offer information on our services.

### **Training**

The organisation will provide dementia awareness training to local businesses and organisations that request it and opens its in-house training for volunteers to other local organisations that might have either staff members or volunteers who could benefit from the training sessions.

All new volunteers are required to attend 'Understanding Dementia' and Safeguarding training as soon as possible after joining the organisation. Additional presentations have been arranged for existing volunteers including First Aid training in July 2023.

### **Performance review**

Prior to the Annual General meeting all volunteers and clients are requested to provide feedback on the organisation's services and approach via a survey, which can be submitted anonymously. The results of these various surveys are analysed and reported at the Annual General Meeting. This year the questions have been adjusted to help evaluate the effectiveness of our new service provisions and to determine whether clients, carers and volunteers feel supported.

### **Additional details of objectives and activities**

#### **Website**

Holt & District Dementia Support provides a website that provides details of all its services and activities plus contact details for the organisation and other voluntary or statutory services that families living with dementia may need to access. This is kept updated and includes an online copy of the most up to date Newsletter.

		<p><b>Newsletter</b></p> <p>The charity provides a regular bi-monthly newsletter. The Newsletter includes articles, details of activities and useful information for clients, carers and volunteers. This is provided electronically to volunteers and clients alike but is also available in hard copy for those not online.</p> <p><b>Fund raising</b></p> <p>The charity provides services free of charge but welcomes donations. Where applicable the organisation applies for relevant grants either locally or nationally and has benefitted from local organisations and individuals raising money on its behalf.</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The trustees have due regard to the requirement to ensure that the activities of the organisation are directed at ensuring public benefit in accordance with the guidance issued by the Charity Commission.

### Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The charity does not make grants to individuals or other organisations.
Policy on social investment including programme related investment	Para 1.38	The charity does not invest in other social programmes apart from those provided by the organisation but does have a close working relationship with Glaven Caring.
Contribution made by volunteers	Para 1.38	Volunteers are the lifeblood of the charity and without the interest and support of our volunteers the charity would not be able to provide any of its services. They contribute their time, interest and practical support to ensuring that the charity can offer its services to clients and carers. They also each contribute the benefit of a wealth of experience and knowledge that is of inestimable value to the clients and carers alike.
Contribution made by volunteers cont'd	Para 1.38	The organisation constantly looks to recruit new volunteers and from time to time has an active recruitment campaign. Many new volunteers come to the organisation by word of mouth while others are drawn to volunteering by reading articles or leaflets about the work we do. Over the year seven new volunteers have come forward and have become active volunteers at the Cafés with two new volunteers for Home Visiting. This has allowed the organisation to continue to provide its services for families living with dementia.
Other		

## Achievements and Performance

	SORP reference	
<p>Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.</p>	<p>Para 1.20</p>	<p>During 2023-24 Holt &amp; District Dementia Support pursued its charitable aims by responding to all requests for support and promoting its services to families living with dementia. In so doing, it met its duty to deliver public benefit.</p> <p>The pattern that emerged following the pandemic in which clients from further afield sought help has continued to a certain extent and we regularly see clients and carers from neighbouring towns such as Cromer, Sheringham and Fakenham as well as from more distant villages.</p> <p>The organisation's main achievements during 2023-24 were as follows:</p> <p><b>Poppy Café</b></p> <p>Both Poppy Cafés were provided from April 2023 until the second week of January 2024. The number of clients attending per month varied between 35 and 66, with an average monthly attendance of 48. This is a reduction on the previous year but sadly reflects a period in which 10 clients died, 6 moved into long term residential care, 1 moved away and 2 became housebound. Overall, there were 573 client attendances over the year.</p> <p>The organisation continued to differentiate between the provision of a quieter environment on the Monday and a livelier, more interactive session at the Tuesday Café. This better met the needs of some clients whose degree of disability meant that they required a less stimulating environment. The Monday Café has always attracted fewer clients, but over the year this reduced from an average of 15 per month down to two or three as this session was particularly affected by loss of clients.</p> <p>During both Poppy Cafés, carers were encouraged to leave the client living with dementia at the café and have some time to themselves. Some carers chose to remain but for most it was a welcome opportunity to have some time away from their caring responsibilities.</p> <p>Poppy Café has continued to focus on not only providing an opportunity for social interaction, but also aiming to create a therapeutic environment to maintain and where possible, regain functional capacity.</p> <p>During 2023-24 the Cafés have provided a range of activities including games, quizzes, colouring books and occasional craft sessions. The use of an interactive white board has enabled some clients to participate in jigsaws and word searches on the bigger screen and also to enjoy background pictures and music that helps to initiate memories and conversations with volunteers.</p> <p>There is a monthly 'Singing Café' on the last Tuesday of the month which encourages client participation, as well as additional monthly visits from a local guitarist and a pianist, the latter two also take place on the Monday as well as the Tuesday Cafés. Music and singing</p>

	<p>remains very popular and enables clients who struggle to talk to find a medium to express their feelings and emotions.</p> <p>Other musical events have taken place within the larger setting of the local church at key moments in the year such as Christmas. This year included a Christmas concert by a local singing group called the Samphires and a visit by Angela Dugdale and her Singers.</p> <p>Regular monthly visits from our PAT dog, Tilly, remain very popular and help to reach some of those living with dementia who find speech and oral expression difficult.</p> <p>In January 2024 we had a welcome repeat visit from a local group of entertainers led by Greg Powell, who came and presented a short musical/comedy routine which was well received by both clients and carers.</p> <p>To celebrate the Coronation of Their Majesties, King Charles III and Queen Camilla, Poppy Café held a celebratory party on the 9<sup>th</sup> May 2023 with a festive array of food, banners and appropriate entertainment.</p> <p>Other moments in the year were marked with special provision such as pancakes on Shrove Tuesday.</p> <p><b>Poppy Home Visiting Service</b></p> <p>Poppy Home Visiting remains a very popular and worthwhile service with many seeking to benefit from the offer of respite and support for carers as well as friendship and company for the clients.</p> <p>At the 31<sup>st</sup> March 2024 there were 15 clients receiving regular visits, an increase of two on the previous year. During the year 13 clients have joined the service but this has been counterbalanced by 11 leaving the service as they have been admitted into hospital or care homes, moved to be near family or sadly died.</p> <p>During the last year two new volunteers have joined the Home Visiting team with none leaving and the current number of volunteers stands at 20 volunteers. This has enabled the service to increase its provision this year. Thanks to the commitment of the volunteers, there have been 390 home visits during 2023-24, an increase on last year's total of 350 visits.</p> <p>We continue to receive requests for Home Visiting support for clients who live outside our area. There is no equivalent service elsewhere and it is both worrying and frustrating that we are not able to refer people to other providers.</p> <p>Volunteers continue to provide a wonderful service, giving of their time, care and support on a regular and consistent basis, which is greatly appreciated by all in receipt of their visits. Volunteers aim to provide therapeutic support for clients during their visits by offering reminiscence sessions, singing, painting, going out for walks or coffee, playing games or just sitting and watching television together. Carers appreciate the time they have to themselves, knowing that their loved ones are safe and being well looked after.</p>
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### **Poppy Friends**

This is an informal support group, providing a place for carers, ex carers or interested volunteers to meet, chat, share experiences, laugh, and discuss issues of concern with each other. This provides mutual support in a neutral forum, including sharing information about available resources, services, and events. We offer a café serving refreshments and most importantly a warm welcome.

This year there have been a few changes, as it was decided to move Poppy Friends meetings to Tuesdays so all carers could come along, whilst clients are looked after by volunteers at the Poppy Café. The Treehouse was not able to provide a suitable space on Tuesdays, so we now meet at Loades Hall on the third Tuesday of the month. The Friday sessions at the Treehouse were phased out slowly; the final one took place in February 2024. Usually, 8-10 carers regularly attend.

This year we have welcomed visitors from Community Connectors, the Alzheimer's Society, North Norfolk District Council's Financial Inclusion Team and our local Social Prescriber, all of whom have been able to offer welcome support and advice.

### **Poppy Lunch**

Poppy Lunch commenced in December 2022. It has attracted between 10 and 19 clients and carers each lunch this year. The atmosphere is convivial and everyone is encouraged to enjoy their meal in a relaxed setting and conversation is encouraged. Volunteers serve the meal and clients and carers enjoy their meal as though they are in a restaurant but without any worries about client behaviour. Overall, we served 198 lunches over the year.

At Christmas we had a special Christmas lunch and 23 clients and carers attended with everyone enjoying a very festive occasion.

### **Poppy Exercise**

Poppy Exercise started with only one or two clients and support was provided on a one-to-one basis. Those that took part felt that it helped them with their balance and muscle strength.

Following a grant from Active Norfolk, additional sports equipment was purchased and for a period of six months, a separate Poppy Exercise session was offered on one Friday each month. However, this failed to attract sufficient numbers to make it viable and the Exercise sessions have returned to being offered within a Poppy Café session where the uptake is better, with both clients and carers taking part.

### **Poppy Outings**

During 2023-24 the organisation arranged two outings during the year for clients, carers and families. Two bespoke open garden visits were arranged. The first in July 2023 to the Merchant's House in Blakeney, by kind invitation of David and Clare Marris and the second to Severals Grange in September 2023, by kind invitation of Jane Lister and Brenda Hine.

Tea and cake were provided on both occasions and clients and carers were able to explore the lovely gardens. Photographs taken on the day have been used on the interactive white board to initiate conversations during subsequent Poppy Café sessions.

During the Holt Festival the Poppy Cafés were obliged to vacate their usual venue and the Cafés were kindly accommodated in the Loades Hall by invitation of Holt Methodist Church. This lasted three weeks and provided a change of scene that was a welcome alternative for clients.

### **Partnership working**

Holt & District Dementia Support has continued to work with other partner organisations to strengthen services for those living with dementia.

The Lead for Networking has maintained electronic contact with the local Carers Matter voluntary organisation and has passed on information and advice to carers.

Referrals of clients and carers have been received from the Alzheimer's Society and local health and social care organisations.

The organisation has established a fruitful relationship with North Norfolk District Council which has led to regular attendance at the Poppy Cafés and Poppy Friends by the Community Connectors as well as involvement by the Holt & District Dementia Support Chair with North Norfolk Dementia Working Group, Mental Health Group and Older Peoples Group as an active contributor. The organisation has participated as part of a network of statutory and voluntary services at public raising awareness events about local support promoted by North Norfolk District Council as Positivitea events.

Close ties have been maintained with the local parish church, Glaven Caring, the Methodist church and with local businesses such as the Treehouse Café, all of which have supported the organisation throughout the year and facilitated opportunities for the families of those living with dementia.

The Chair assisted in the planning for a new dementia café at Fakenham and supported the venture with advice as well as providing training for the first group of volunteers.

### **Performance review**

Clients and carers at each of the organisation's services are issued with a survey questionnaire each year as are all volunteers within the organisation.

The surveys for 2022-23 were circulated in April 2023 and were reported at the Annual General Meeting on the 2nd June 2023. The surveys looked at the effectiveness of service provision as well as more detailed analysis of each service. Clients and carers were very positive about all the services although once more there was a plea for more home visiting. The Poppy Lunch Club was seen as a valuable addition to services but fewer saw the provision of exercise as relevant to themselves.

		<p>Poppy Friends was highly valued by those that attended but many carers had been unable to attend due to caring responsibilities and following the AGM, the decision was taken to move this provision to a Tuesday so that clients could be accommodated at Poppy Café leaving carers free to attend should they wish to do so.</p> <p>A few volunteers reported feeling that the organisation was in danger of overstretching itself as the range of service provision had increased. This resulted in a greater consolidation of services in 2023-24 and an emphasis on supporting volunteers.</p> <p>This year's questions have been circulated and will be reported at the Annual General Meeting on the 27 June 2024. This year the focus is again on whether clients feel that current services are effective and whether volunteers feel supported in their role.</p> <p><b>Public information</b></p> <p>The organisation has continued to promote the work of the charity where applicable through articles in the local press, involvement in local events to raise awareness of what we do and by distributing leaflets and posters widely throughout the area. In October 2023 there was an article in the Holt Chronicle to mark receipt of a generous donation by the Holt &amp; District Rotary Club to support the work of the organisation.</p> <p>The website has continued to be updated regularly with information about current services and events. The bimonthly Newsletter is published online and there is access to all previous copies for those new to the site.</p> <p>Updates have also taken place to listings of the organisation on local authority information sites and those of partner organisations such as the Alzheimer's Society.</p> <p><b>Education &amp; Training</b></p> <p>Face-to-face training has taken place during 2023-24 and new volunteers have been provided with the opportunity to attend sessions on Understanding Dementia and Safeguarding Adults.</p> <p>First Aid training was offered in April 2023 by two members, a retired GP and a registered nurse. This coincided with the provision of a new defibrillator in the venue in which the Poppy Café takes place. Holt &amp; District Dementia Support made a financial contribution towards the purchase of the defibrillator.</p>
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**Additional information (optional)**

You may choose to include further statements where relevant about:

<p>Achievements against objectives set</p>	<p>Para 1.41</p>	<p>The charity has achieved against all its agreed objectives and continues to look for ways in which it can both improve and expand its services to maximise its support for families living with dementia.</p> <p>It remains focused on raising awareness about the needs and interests of those living with dementia, sharing information with partnership organisations and helping to raise the profile of those living with dementia when new developments are envisaged in the local community.</p>
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		<p>The organisation has ensured that communication with families living with dementia and the public has been assured through the publication of its Newsletter, website, articles in the local media and the distribution of leaflets about the charity's activities.</p> <p>Holt &amp; District Dementia Support remains a lifeline for many families and as our annual surveys attest, many families living with dementia find they are only able to continue to care for their relative due to our support and the services we provide. We continue to look for innovative ways to develop and expand our support and to assist families to live well with the challenge of dementia.</p>
Performance of fundraising activities against objectives set	Para 1.41	The charity does not set itself any objectives in terms of fundraising but has been fortunate to receive contributions towards its services from the continued support of local people, businesses and individuals who have benefitted from the service. In 2023-24 the charity received a substantial donation of £2,000 from Holt & District Rotary Club as well as smaller donations from individuals and other supportive organisations.
Investment performance against objectives	Para 1.41	The charity does not have any objectives in relation to investments.
Other		

## Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	The cash held either at bank or in hand totalled £29.3K at 31 March 2024. There were no other assets and no outstanding liabilities at that date.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	The main financial risk to the charity is reduced donations and the reserves are held to cover operational costs in the event of a loss of income, to meet the costs of possible new initiatives and to meet any unforeseen expenditure that may occur. It is the charity's policy to maintain reserves that would cover 24 months expenditure in the event of a loss of income. Expenditure totalled £11.7k for the year ended 31 March 2024.
Amount of reserves held	Para 1.22	The reserves held at 31 March 2024 totalled £29.3k.
Reasons for holding zero reserves	Para 1.22	Not applicable
Details of fund materially in deficit	Para 1.24	Not applicable
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	Currently there are no uncertainties about the charity continuing as a going concern.

### Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	The charity's principal source of funds is from donations. These come from the clients and carers who use the services, fundraising initiatives by local individuals, organisations, businesses and from bequests. The charity applies for community grants where applicable. During the year donations received totalled £8.7k.
Investment policy and objectives including any social investment policy adopted	Para 1.46	Not applicable.
A description of the principal risks facing the charity	Para 1.46	<p><b>Risk Management</b></p> <p>The charity has a proactive approach to risk management. The Trustees have identified their key risks and have in place a risk management plan to manage and mitigate the identified risks. This is monitored regularly and updated as required.</p> <p>The risk register of key risks identified the potential health &amp; safety risks associated with commencing the Poppy Lunch service and arrangements were put in place to minimise the risks to the health of clients, carers and volunteers. This included the provision of training for volunteers, safe practices in the kitchen, requirement to record opening and closing checks and registration with the Environmental Health Office.</p> <p>The Home Visiting Service undertakes a risk assessment on all new clients and the subsequent risk management plan is made available to all volunteers visiting the client and this is updated as required.</p> <p>Specific guidance is available for volunteers at both the Poppy Café and the Home Visiting service to manage risks associated with the health and well-being of clients. This guidance is brought to the attention of all new volunteers with the service as part of the volunteer's induction to the organisation. The provision of a cardiac defibrillator on the premises led to the provision of first aid training.</p> <p>Poppy Exercise has also been added to the risk register and mitigations have included training for key volunteers, health assessment of all participants and guidance for the use of equipment.</p> <p>Checks with the Disclosure and Barring Service are undertaken for all members who exercise positions of responsibility within the organisation and all those who volunteer as Home Visitors to ensure protection for our vulnerable clients.</p> <p>Public liability insurance is in place plus additional accidental cover for volunteers undertaking duties with the organisation.</p>

## Structure, Governance and Management

Description of charity's trusts:		
Type of governing document	Para 1.25	Holt & District Dementia Support is governed by a Constitution that was agreed and ratified by the entire membership when the organisation registered with the Charity Commission in September 2018. In 2021-22 an amendment was made to the Constitution at an Emergency General meeting held on the 9 December 2021 as follows: <ul style="list-style-type: none"> <li>Trustees to serve for three terms of three years before compulsorily having to stand down instead of two terms. A charity trustee who has served for three consecutive terms may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least three years.</li> </ul>
How is the charity constituted?	Para 1.25	The organisation is registered as a Charitable Incorporated Organisation.
Trustee selection methods including details of any constitutional provisions E.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	<p><b>Recruitment and appointment of trustees</b></p> <p>Trustees have been appointed from within the membership of the organisation and are elected by those members that are in attendance at the Annual General meeting.</p> <p>Trustees are proposed and seconded by current members and are required to indicate their willingness to take on the additional responsibilities associated with being an officer within the organisation and the duties and responsibilities associated with being a trustee prior to the Annual General meeting. Members are eligible to be considered as trustees based on their personal abilities, specialist knowledge and skills and commitment to the aims and objectives of the organisation.</p> <p>If a trustee vacancy occurs before the Annual General meeting is due to take place the existing trustees will appoint an interim trustee to ensure continuity of governance and the appointment will be subject to a vote of the membership at the next Annual General meeting.</p>

### Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p><b>Induction and training of trustees</b></p> <p>On appointment as a trustee, the appointee is provided with an introduction to the role by an existing trustee and given a copy of the Constitution and the organisation's policies and procedures.</p> <p>In addition, the new trustee is directed to the guidance issued by the Charity Commission on the duties and responsibilities associated with being a trustee and the importance of public benefit.</p>
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<p>The charity's organisational structure and any wider network with which the charity works</p>	<p>Para 1.51</p>	<p><b>Organisational structure</b></p> <p>The charity has a well understood structure that supports good governance and operational management.</p> <p>The charity trustees are responsible for exercising responsibility for the corporate governance of the organisation, setting its strategic direction and ensuring compliance with both its Constitution and the requirements of being a Charitable Incorporated Organisation.</p> <p>The operational management of the various services provided by the charity are overseen by the Working Committee, which comprises the trustees plus other appointees and advisors that contribute specific knowledge and expertise. The trustees and members of the Working Committee receive no remuneration other than payment for incidental expenditure associated with undertaking their role as either committee members or as volunteers. All give of their time freely.</p> <p>The Working Committee meets six times a year with a separate Trustee committee meeting preceding that of the Working committee meeting at least twice a year. Otherwise, the meetings are integrated. Each committee has specific terms of reference which ensure that responsibilities, delegation and decision-making is clearly defined and duplication is avoided. Both committees are chaired by the Chair of the organisation to ensure continuity and good communication between both committees.</p> <p>During 2023-24 the Chair stood down but was re-elected for one further term of office. An additional trustee was nominated, Jocelyn Wiggins, who was unanimously appointed.</p> <p>Volunteers are core to the organisation and are recruited from the general public and specifically for their commitment to the aims and objectives of the organisation in supporting those living with dementia and their carers. Volunteers are invited to attend a meeting twice a year to ensure that all members have an opportunity to contribute to the direction of the organisation and to discuss issues with the membership of both committees. All members are invited to attend the Annual General meeting.</p> <p>In addition to the Constitution, Holt &amp; District Dementia Support has a suite of policies to support good governance including policies on Safeguarding, Recruitment, Data Protection and Lone Working and all members are directed to these policies on joining the charity. This guidance is supplemented by a comprehensive Volunteer handbook that is issued to all new members.</p> <p>Training is provided to all new volunteers who have been accepted as members through the recruitment process including training on understanding dementia, safeguarding and communication skills. Bespoke training is arranged when needed.</p>
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		<p style="text-align: center;"><b>H&amp;DDS ORGANISATIONAL STRUCTURE</b></p> <div style="text-align: center;"> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;"><b>TRUSTEES</b></p> <p style="text-align: center;">Chair / Lead for Poppy Lunch Deputy Chair/ Lead for Home Visiting Treasurer Lead for Poppy Cafés Volunteer/ Health Professional Volunteer / Home Visitor</p> </div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;"><b>THE WORKING COMMITTEE</b></p> <p style="text-align: center;">Trustees Lead for Home Visiting Lead for Poppy Cafés Lead for Media / Newsletter Lead for Networking / Carers Home Visitor Volunteer Poppy Café Volunteer  Representatives from associated organisations</p> </div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;"><b>MEMBERS</b></p> <p style="text-align: center;">Current volunteers who have completed the recruitment process</p> </div> </div>
<p>Relationship with any related parties</p>	<p>Para 1.51</p>	<p><b>Relationship with related parties</b></p> <p>The charity is the principal voice for those living with dementia in Holt but endeavours to work with other organisations and authorities that are engaged in supporting families living with dementia including the local district council, health authorities, local care homes and local businesses that actively promote dementia-friendly practices.</p> <p>The charity is also in regular contact with other charities in this field such as Age UK, the Alzheimer’s Society, the Admiral Nursing Service, Dementia Action Alliance and Glaven Caring so that advice, support and service provision is integrated and focused on the needs of the local client group.</p>

Other		
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## Reference and Administrative details

Charity name	Holt & District Dementia Support
Other name the charity uses	None
Registered charity number	1179793
Charity's principal address	39 Cromer Road Holt Norfolk NR25 6EU

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Claire Roberts	Chair/ Lead Coordinator for Poppy Lunch	Whole period	Membership of organisation
2	Eleanor Sidgwick	Deputy Chair / Lead Coordinator for Home Visiting	Whole period	Membership of organisation
3	David Sidgwick	Treasurer	Whole period	Membership of organisation
4	Isobel Horsley	Lead Coordinator for the Poppy Cafés	Whole period	Membership of organisation
5	Stephen Gillam	Poppy Café & Home Visiting Volunteer/ Retired GP	Whole period	Membership of organisation
6	Jocelyn Wiggins	Home Visiting Volunteer	From AGM	Membership of organisation

### Corporate trustees – names of the directors at the date the report was approved

<b>Director name</b>		
None		

### Name of trustees holding title to property belonging to the charity

<b>Trustee name</b>	<b>Dates acted if not for whole year</b>	
None		

## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

### Additional information (optional)

#### Names and addresses of advisers (Optional information)

Type of Adviser	Name	Address
Admiral Nurse (Recently retired)	Sarah Farmer-Wright	<a href="https://www.dementiauk.org/get-support/find-an-admiral-nurse/">https://www.dementiauk.org/get-support/find-an-admiral-nurse/</a>
Examiner	Angela Harcourt	Hard Farm, Little Marsh Lane, Field Dalling, Holt, NR25 7LL
Bank	Barclays Business Banking	Online

#### Name of chief executive or names of senior staff members (Optional information)

##### **Working Committee**

##### ***Trustees plus:***

Lead for Communications, Media Relations and Website – Sue Wharfe

Administrator – Elizabeth Brett

##### ***Representatives from:***

Poppy Cafe – Maureen Buckey

Clients and Carers / Lead for Networking – Helen Banham

### Exemptions from disclosure

Reason for non-disclosure of key personnel details

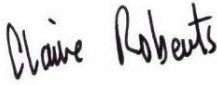

All disclosed

### Other optional information

## Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

<b>Signature(s)</b>		
<b>Full name(s)</b>	Claire Roberts	David Sidgwick
<b>Position (eg Secretary, Chair, etc)</b>	Chair	Treasurer
<b>Date</b>	27 June 2024	

Holt & District Dementia Support

Annual Report 27th June 2024

Registered Charity No. 1179793



## HOLT & DISTRICT DEMENTIA SUPPORT

### GENERAL FUND

#### RECEIPTS AND PAYMENTS ACCOUNT

#### FOR THE YEAR ENDED 31 MARCH 2024

2023		2024		
£	£	£	£	
<b>RECEIPTS</b>				
<b>General income</b>				
	792	Donations at Poppy Café (Monday)	571.23	
	2,027	Donations at Poppy Café (Tuesday)	2,545.19	
	187	Donations at Poppy PM	0.00	
	85	Donations at Poppy Lunch (2024: separate fund)	0.00	
	110	Home Visiting Service donations	50.00	
	111	Gift Aid	558.92	
	0	Sale of disabled toilet keys	15.00	
	3	Sale of spikey ball	4.00	
	60	Deposit account interest	349.10	
	57	Commission from Amazon	43.96	
3,433	<u>1</u>	Sundry income	<u>0.98</u>	4,138.38
<b>One-off donations:</b>				
	0	Pam's Bridge Tournament	1,028.40	
	0	Holt & District Rotary	2,000.00	
	0	Charity Quiz Night	260.50	
	474	Holt Tractor Run	0.00	
	7,500	Winding-up donation from the Briston Care Centre	0.00	
	274	Disputed donation	0.00	
8,525	<u>277</u>	Other donations	<u>496.99</u>	3,785.89
<b>Donations in memory of:</b>				
	0	Ann Shreave	45.00	
	0	Tony Hilton	1,019.86	
	631	Donny March	0.00	
	727	David Carter	0.00	
	1,008	Paul Abendroth	0.00	
	552	Hugh Braes	0.00	
	387	Colleen Norman	0.00	
	299	John Rayner	0.00	
3,704	<u>100</u>	Val Clifft	<u>0.00</u>	1064.86
<u>15,662</u>		Balances carried forward		<u>8,989.13</u>

**HOLT & DISTRICT DEMENTIA SUPPORT**

**GENERAL FUND**

**RECEIPTS & PAYMENTS ACCOUNT (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2024**

<b>2023</b>					<b>2024</b>
£	£		£	£	£
15,662		Balances brought forward			8,989.13
		<b>PAYMENTS</b>			
		<b>Poppy Café expenditure</b>			
	3,018	Meeting room hire	3,268.50		
	768	Refreshments	728.57		
	212	Crafts, games and books	16.48		
	300	Volunteer's mileage & parking	271.57		
	102	Jubilee event	0.00		
	121	Planters and plants	21.05		
4,717	<u>196</u>	Exercise equipment	<u>0.00</u>	4,306.17	
		<b>Poppy PM expenditure</b>			
	473	Meeting room hire	0.00		
	11	Refreshments	0.00		
524	<u>40</u>	Volunteers' mileage & parking	<u>0.00</u>	0.00	
		<b>Home Visiting Service expenditure</b>			
	870	Volunteers' mileage	1,522.27		
871	<u>1</u>	Calendar	<u>0.00</u>	1,522.27	
		<b>Poppy Friends expenditure</b>			
	132	Space Hire	221.00		
132	<u>0</u>	Refreshments	<u>21.03</u>	242.03	
		<b>Poppy Lunch expenditure</b>			
679		Setting up and running costs (2024: separate fund)		0.00	
		<b>Paul Phoenix concert</b>			
129		Net costs		0.00	
		<b>General expenditure</b>			
	300	Website costs	328.78		
	418	Insurance	421.98		
	48	General mileage	52.20		
	244	Stamps, Stationery, printer ink and paper	266.13		
	96	DBS checks	0.00		
	136	Gifts	55.99		
<u>8,610</u>	<u>1,242</u>	Balances carried forward	<u>1,125.08</u>	<u>6,070.47</u>	<u>8,989.13</u>

**HOLT & DISTRICT DEMENTIA SUPPORT**

**GENERAL FUND**

**RECEIPTS AND PAYMENTS ACCOUNT (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2024**

<b>2023</b>					<b>2024</b>
£	£		£	£	£
8,610	1,242	Balances brought forward	1,125.08	6,070.47	8,989.13
		<b>General expenditure (continued)</b>			
	0	AGM costs	34.00		
	349	Meeting costs	361.63		
	0	Training costs	68.58		
	160	Christmas presents clients and carers	119.60		
	85	Leaflets, posters and handbooks	400.20		
	8	First Aid	0.00		
	103	Covid costs	0.00		
	16	Fundraising costs	0.00		
	2	Sundry expenses	0.00		
	0	Volunteers' party	188.76		
	0	Cards	39.97		
	0	Disabled toilet keys	5.49		
	0	Card Reader	58.80		
	0	10th Anniversary invites	30.00		
	0	Contribution towards Defibrillator	250.00		
	0	Garden visit	132.40		
1,965	0	'This is me' booklets	8.45	2,822.96	8,893.43
<u>£6,645</u>		<b>Excess of Receipts for the year</b>			<u>£95.70</u>

**GRANT FUND (EXERCISE)**

**RECEIPTS AND PAYMENTS ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2024**

<b>2023</b>					<b>2024</b>
£		<b>RECEIPTS</b>			£
1,226		Grant from Active Norfolk (Norfolk County Council)			0.00
		<b>PAYMENTS</b>			
	0	Equipment	860.61		
	0	Hire of Hall	195.00		
	0	Training - Exercise course	40.00		
0	0	Refreshments	9.28		1,104.89
<u>£1,226</u>		<b>Excess of Payments for the year (2023: Excess of Receipts)</b>			<u>£1,104.89</u>

**HOLT & DISTRICT DEMENTIA SUPPORT**

**POPPY LUNCH FUND**

**RECEIPTS AND PAYMENTS ACCOUNT**

**FOR THE THE YEAR ENDED 31 MARCH 2024**

		<b>2024</b>
		£
<b>RECEIPTS</b>		
Donations towards lunches		190.00
<b>PAYMENTS</b>		
Food costs	1,382.50	
Hire of Hall	307.00	
Other costs	<u>85.04</u>	1774.54
<b>Excess of Payments for the year</b>		<u><u><b>£1,584.54</b></u></u>

**HOLT & DISTRICT DEMENTIA SUPPORT**

England & Wales - Charity number 1179793

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# Accounts

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# Holt & District Dementia Support



Annual Report  
2022 - 23

## Trustees' Annual Report for the period 2022 - 2023

Period start date: 1<sup>st</sup> April 2022

Period end date: 31<sup>st</sup> March 2023

Charity name: Holt & District Dementia Support

Charity registration number: 1179793

### Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>The objects of the charity are set out in our Constitution and are summarised as follows:</p> <p>The promotion of social inclusion amongst those living with dementia and their carers within Holt and the immediate surrounding district to a radius of 8 miles who are socially excluded from society, or parts of society, as a result of their disability by:</p> <ol style="list-style-type: none"> <li>1. Providing support and services appropriate to their needs;</li> <li>2. Developing greater awareness and understanding of dementia issues within our local community;</li> <li>3. Establishing and developing networks and links with other service providers and businesses to enable us to support and develop a local dementia friendly community;</li> <li>4. Providing accessible information on how to access advice, support and services for people living with dementia and their carers; and</li> <li>5. Providing social support and access to activities through the provision of a dementia-friendly café, home visiting support and other activities.</li> </ol>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p><b>Activities</b></p> <p>Holt &amp; District Dementia Support has endeavoured to meet its aims and objectives throughout 2022-23. The trustees consider these were directed entirely for the benefit of those living with dementia and their carers. All services were delivered free of charge although donations were welcomed.</p> <p>The activities / services delivered to meet these objectives have included the following:</p>

### **Poppy Café**

The organisation provides a drop-in Poppy Café for people living with dementia and their carers. Carers are invited to leave the person living with dementia in the care of the Café volunteers and to enjoy some respite time to themselves. Each session lasts two hours and is staffed by volunteers and managed by a co-ordinator.

Since the beginning of this reporting period the organisation has provided Poppy Café on both Monday and Tuesday mornings. The Monday Poppy Cafe aims to create a quieter environment for those clients that can no longer cope in a more stimulating setting. The additional session has also enabled the provision of a Covid-safe environment.

The Café offers –

- Opportunities for support in a safe, friendly and relaxed environment;
- Social contact and friendship, allowing families and carers time to share ideas and information;
- A wide selection of activities including a monthly session of music and singing;
- Refreshments including tea, coffee and cakes;
- Access to visiting care coordinators from the local authority and members of other voluntary organisations;
- Information leaflets on available resources and access to a library of books on dementia care.

### **Poppy Home Visiting Service**

The charity also provides a Poppy Home Visiting Service that offers respite for families and carers who look after those with dementia in their own homes.

This service –

- Is provided by volunteers who offer company, support and reassurance to the client and enable carers to take time out;
- Is undertaken by volunteers that have successfully completed training in Adult Safeguarding, Communication skills, Dementia Awareness and Lone Working and who have received clearance via the DBS screening service;
- Provides visits lasting up to a maximum of 3 hours;
- Offers visits on a weekly, fortnightly, monthly or occasional basis and these are pre-arranged to suit both the clients and families' needs;
- Ensures that all visits are risk assessed, planned and coordinated.

### **Poppy PM**

Poppy PM was provided on two afternoons a month and carers were encouraged to leave the person living with dementia in the care of volunteers while they had a period of time to themselves.

The clients were catered for in a therapeutic environment that offered social interaction, individual activities and refreshments. Poppy PM consistently only attracted two or three clients as many clients were not functioning as well in the afternoon and would rather attend a morning session.

On the 13<sup>th</sup> March 2023 the decision was made at the Working Committee meeting to suspend this provision for the time being and all clients and carers were advised of the decision. There has been no Poppy PM since the end of March 2023.

### **Poppy Friends**

It was recognised that carers of our clients needed extra support and we could help by linking them with each other. In addition, bereaved ex-carers were also recognised as having ongoing needs as well as much to offer to new carers by supplying advice, anecdotes and friendship, so Poppy Friends was conceived. It was launched in May 2021 and has been meeting monthly ever since.

Meetings are held on the last Friday of the month at the Treehouse Café in Holt. It is an informal support group, providing a place where carers, ex carers and interested volunteers can meet, chat, share experiences, laugh, and discuss issues of concern with each other. The intention has been to provide mutual support in a neutral forum, including sharing information about available resources, services, and events.

### **Poppy Lunch**

Poppy Lunch was a new initiative this year. It commenced on the 2<sup>nd</sup> December 2022 and now operates on the first Thursday of every month. All those living with dementia and their carers are invited to attend and the meal is provided by another local charitable organisation, Glaven Caring. The meal is currently provided to clients and carers free of charge and every effort is made to create the feel of a restaurant but in a safe, unhurried atmosphere. Assistance is provided to clients who may need support with eating and all dietary needs are met.

### **Poppy Exercise**

Gentle exercise sessions to promote balance, mobility and muscle strength were commenced on September 5<sup>th</sup> 2022 at the Monday Poppy Café as a pilot initiative. This has now become an established service and is open to both clients and carers.

### **Partnership working**

The Chair is a member of the local Dementia Friendly Community and she and other trustees have developed ongoing relationships with local health and social care services. Referrals for support are received from the statutory services and voluntary organisations.

The Lead for Networking attends local meetings focused on services that support those living with dementia and their carers. Information is shared by email and at the monthly Poppy Friends meeting. Other voluntary organisations working with families living with dementia, such as the Alzheimer's Society, AgeUK, Carers Matter and Dementia Adventure liaise with the organisation and have attended meetings to provide information and advice.

The local authority, North Norfolk District Council, has developed a new service to enable members of the public to access information on local support services and advice on entitlements. One of their Community Connectors regularly attends the Poppy Café and is available for one-to-one sessions with individual clients and carers.

The organisation also has linkage with the University of East Anglia research unit into dementia and provides information to those living with dementia and their carers on possible participation in current research.

### **Public information and advice**

Holt & District Dementia Support reaches out to the public to publicise its activities and services to ensure that those needing support are able to access its services. This occurs via its website, posters and leaflets in public places and local publications.

Leaflets on other local and national resources and voluntary groups providing services for this client group are made available at the Poppy Cafés and online.

Holt & District Dementia Support also attend local Community Events to offer information on our services.

### **Training**

The organisation will provide dementia awareness training to local businesses and organisations that request it and opens its in-house training for volunteers to other local organisations that might have either staff members or volunteers who could benefit from the training sessions.

All new volunteers are required to attend 'Understanding Dementia' and Safeguarding training as soon as possible after joining the organisation. Additional presentations have been arranged for existing volunteers.

### **Performance review**

Prior to the Annual General meeting all volunteers and clients are requested to provide feedback on the organisation's services and approach via a survey which can be submitted anonymously. The results of these various surveys are analysed and reported at the Annual General meeting. This year the questions have been adjusted to help evaluate the effectiveness of our new service provisions.

### **Additional details of objectives and activities**

#### **Website**

Holt & District Dementia Support provides a website that provides details of all its services and activities plus contact details for the organisation and other voluntary or statutory services that families living with dementia may need to access. This is kept updated and includes an online copy of the most up to date Newsletter.

#### **Newsletter**

The charity provides a regular bi-monthly newsletter. The Newsletter includes articles, details of activities and useful information for clients, carers and volunteers. This is provided electronically to volunteers and clients alike but is also available in hard copy for those not online.

		<p><b>Fund raising</b></p> <p>The charity provides all its services free of charge but welcomes donations. Where applicable the organisation applies for relevant grants either locally or nationally and has benefitted from local organisations and individuals raising money on its behalf.</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The trustees have due regard to the requirement to ensure that the activities of the organisation are directed at ensuring public benefit in accordance with the guidance issued by the Charity Commission.

**Additional information (optional)**

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The charity does not make grants to individuals or other organisations.
Policy on social investment including programme related investment	Para 1.38	The charity does not invest in other social programmes apart from those provided by the organisation but does have a close working relationship with Glaven Caring.
Contribution made by volunteers	Para 1.38	Volunteers are the lifeblood of the charity and without the interest and support of our volunteers the charity would not be able to provide any of its services. They contribute their time, interest and practical support to ensuring that the charity can offer its services to clients and carers. They also each contribute the benefit of a wealth of experience and knowledge that is of inestimable value to the clients and carers alike.
Contribution made by volunteers cont'd	Para 1.38	<p>The organisation constantly looks to recruit new volunteers and from time to time has an active recruitment campaign. Many new volunteers come to the organisation by word of mouth while others are drawn to volunteering by reading articles or leaflets about the work we do. Over the year seven new volunteers have come forward and have become active volunteers at the Cafés with three also volunteering as home visitors. This has allowed the organisation to review and expand its services for those families living with dementia.</p> <p>During 2022-23 the organisation has for the first time had a young person volunteer at the Poppy Cafés as part of their Duke of Edinburgh Award. The clients particularly enjoyed having someone young to talk to and it proved a worthwhile experience for the young person concerned.</p>
Other		

## Achievements and Performance

	SORP reference	
<p>Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.</p>	<p>Para 1.20</p>	<p>During 2022-23 Holt &amp; District Dementia Support pursued its charitable aims by responding to the increased level of demand for its services that emerged following the end of the pandemic by both consolidating and expanding its provision. In so doing, it met its duty to deliver public benefit.</p> <p>It became apparent that a number of other organisations that had previously supported families living with dementia had ceased to operate during the pandemic and some have failed to re-commence during this reporting period. This has meant that a number of families from further afield have sought support from us as well as an increasing number of local families.</p> <p>This year marked the first full year of service provision post-pandemic although the organisation has remained vigilant to the possibility of infection and continues to advise both clients and carers on safe practices to reduce the infection risk to others.</p> <p>Opportunities for development have arisen as a result of both financial donations to the organisation and the personal interests and expertise of new volunteers.</p> <p>The organisation's main achievements during 2022-23 were as follows:</p> <p><b>Poppy Café</b></p> <p>Both Poppy Cafes have been provided throughout 2022-23. The number of clients attending per month varied between 23 and 79, with an average monthly attendance of 62.</p> <p>The organisation has continued to differentiate between the provision of a quieter environment on the Monday and a livelier, more interactive session at the Tuesday Café. This better met the needs of some clients whose degree of disability meant that they required a less stimulating environment. The Monday Café attracts fewer clients, averaging about 15 a month, but the smaller numbers suit the client group that attend.</p> <p>Since the pandemic both Poppy Cafés encourage carers to leave the client living with dementia at the café and have some time to themselves. Some carers choose to remain but for most it is a welcome opportunity to have some time away from their caring responsibilities.</p> <p>The number attending the Poppy Cafés has remained buoyant and within the first six months of the year 6 new clients joined Poppy Café and a further 7 in succeeding months. However, overall numbers remain fairly consistent as disease progression leads to other clients being admitted into permanent residential or nursing home care or sadly to them succumbing to the inevitable effects of their condition. During 2022-23 there was a total of 706 client attendances at the Poppy Cafés.</p>

	<p>Poppy Café has continued to focus on not only providing an opportunity for social interaction, but also aiming to create a therapeutic environment to maintain and where possible, regain functional capacity.</p> <p>During 2022-23 the Cafés have provided a range of activities including games, quizzes, colouring books and occasional craft sessions. The use of an interactive white board has enabled some clients to participate in jigsaws and word searches on the bigger screen and also to enjoy background pictures and music that helps to initiate memories and conversations with volunteers.</p> <p>There is a monthly 'Singing Café' on the last Tuesday of the month which encourages client participation, as well as additional monthly visits from a local guitarist and a pianist, the latter two also take place on the Monday as well as the Tuesday Cafés. Music and singing remains very popular and enables clients who struggle to talk to find a medium to express their feelings and emotions.</p> <p>Other musical events have taken place within the larger setting of the local church at key moments in the year such as Christmas. This has included a memorable concert by the professional singer, Paul Phoenix, as well as a short concert by a local singing group called the Samphires. Within the Tuesday Café setting there has also been a couple of visits from a small group of local singers led by Angela Dugdale.</p> <p>Regular monthly visits from our PAT dog, Tilly, remain very popular and help to reach some of those living with dementia who find speech and oral expression difficult.</p> <p>In September 2022 a local group of entertainers led by Greg Powell came and presented a short musical/comedy routine which was well received by both clients and carers.</p> <p>To celebrate the Diamond Jubilee of Her Late Majesty, Queen Elizabeth II, Poppy Café held a celebratory party with a festive array of food, banners and appropriate entertainment. 13 clients attended plus their carers and it was a very enjoyable occasion.</p> <p><b>Poppy PM</b>  Poppy PM was provided during the first three months of the year and again from October to the end of March 2023.</p> <p>Attendance remained low and only occasionally exceeded 3 clients per session. It was a similar provision to the Monday Poppy Café and as such appeared to be duplicating this service. It was well received by those that attended but with such low numbers it became unviable and so has been indefinitely suspended.</p> <p><b>Poppy Home Visiting Service</b>  Poppy Home Visiting remains a very popular and worthwhile service with many seeking to benefit from the offer of respite and support for carers as well as friendship and company for the clients.</p>
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At the 31<sup>st</sup> March 2023 there are 13 clients receiving regular visits but it remains an ever-changing scene. During the year 21 clients have joined the service but this has been counterbalanced by 13 leaving the service as they have been admitted into hospital or care homes or moved to be near family. An additional 8 clients have sadly died.

During the last year two volunteers have left the service and three have joined the Home Visiting team, leading to an overall gain of one volunteer.

A general concern for the organisation has been the number of requests we have received to provide Home Visiting for clients who live outside our area. There is no equivalent service elsewhere and it is both worrying and frustrating that we are not able to refer people to other providers.

Thanks to the commitment of the volunteers, there have been a total number of 350 home visits during 2022-23. Volunteers continue to provide a wonderful service, giving of their time, care and support on a regular and consistent basis, which is greatly appreciated by all in receipt of their visits.

### **Poppy Friends**

Poppy Friends is a very open forum and everyone is welcome. The meetings have provided a neutral place for carers to share useful information, tips and ideas, but also somewhere that people can also share feelings and frustrations, knowing that they are among friends who will not judge.

Regular visits from speakers are organised to let attendees know about available support. This has included regular attendance from the Community Connector from North Norfolk District Council as well as speakers from the Alzheimer's Society, Age UK, Dementia Adventure and Driveability.

Poppy Friends has continued to help carers feel they are not alone and encourage them to look after themselves and seek help before a crisis occurs.

The clientele has changed over the two years, but there are usually about 12 people attending, roughly half being existing carers with the other half being ex-carers. The organisation has recognised that provision of this service may need to be re-scheduled so that carers can continue to attend when disease progression leads to it being unsafe to leave the person living with dementia alone for the duration of the meetings.

### **Poppy Lunch**

Poppy Lunch commenced in December 2022. It has attracted between 14 and 18 clients and carers each lunch since the outset. The atmosphere is convivial and everyone is encouraged to enjoy their meal in a relaxed setting and conversation is encouraged. Volunteers serve the meal and clients and carers enjoy their meal as though they are in a restaurant but without any worries about client behaviour.

### **Poppy Exercise**

Poppy Exercise started with only one or two clients and support was provided on a one-to-one basis. Those that took part felt that it helped them with their balance and muscle strength.

Following a presentation to the North Norfolk Dementia Workgroup by the organisation, an approach was made by the Locality Officer from Active Norfolk in relation to Poppy Exercise. Holt & District Dementia Support was encouraged to apply for a grant from the Together Fund and was successful in achieving a grant to purchase exercise equipment, access training and expand provision. A project is now underway to develop Poppy Exercise and offer its benefits to all clients and carers.

### **Poppy Outings**

During 2022-23 the organisation arranged one outing during the year for clients, carers and families. A bespoke open garden visit was arranged to Blakeney House in July 2022 by kind invitation of Clare and David Marris. Tea was provided and clients and carers were able to explore the lovely gardens. Photographs taken on the day have been used on the interactive white board to initiate conversations during subsequent Poppy Café sessions.

During the Holt Festival the Poppy Cafés were obliged to vacate their usual venue and the Cafés were kindly accommodated in the Loades Hall by invitation of Holt Methodist Church. This lasted three weeks and provided a change of scene that was a welcome alternative for clients.

### **Partnership working**

Holt & District Dementia Support has continued to work with other partner organisations to strengthen services for those living with dementia.

The Lead for Networking has maintained electronic contact with the local Carers Matter voluntary organisation and has passed on information and advice to carers.

Referrals of clients and carers have been received from the Alzheimer's Society and local health and social care organisations.

The organisation has established a fruitful relationship with North Norfolk District Council which has led to regular attendance at the Poppy Cafés and Poppy Friends by the Community Connectors as well as involvement by the Holt & District Dementia Support Chair and Lead for Networking with North Norfolk Dementia Working Group as active contributors.

Close ties have been maintained with the local parish church, Glaven Caring and with local businesses such as the Treehouse Café, all of which have supported the organisation throughout the year and facilitated opportunities for the families of those living with dementia.

### **Performance review**

Clients and carers at each of the organisation's services are issued with a survey questionnaire each year as are all volunteers within the organisation.

		<p>The surveys for 2021-22 were circulated in April 2022 and were reported at the Annual General Meeting in May 2022. During 2021-22 Holt &amp; District Dementia Support introduced a number of new services and the annual client and volunteer surveys focused on how effective these services had been in meeting the needs of both clients and carers as well as looking at more specific questions focused on aspects of the existing provision. Overall, the response was very positive and the majority asked for more of the same. New services such as Poppy Friends were favourably rated although a couple of respondents indicated they were unable to attend at that time as they had no one to care for their relative living with dementia.</p> <p>This year's questions have been circulated and will be reported at the Annual General Meeting on the 2 June 2023. This year the focus is again on whether both clients and volunteers feel the new services are effective and supportive.</p> <p><b>Public information</b></p> <p>The organisation has had a focus on promoting the work of the organisation with an article in the Holt Chronicle in October 2022 plus a media interview on Poppyland Radio in February 2023. The article in the Holt Chronicle led to a couple of new volunteers coming forward to join the organisation.</p> <p>The website has continued to be updated regularly with information about current services and events. The bimonthly Newsletter is published online and there is access to all previous copies for those new to the site.</p> <p>Updates have also taken place to listings of the organisation on local authority information sites and those of partner organisations such as the Alzheimer's Society.</p> <p>Leaflets and posters about the organisation's activities have been distributed widely throughout the local area.</p> <p><b>Education &amp; Training</b></p> <p>Face-to-face training has taken place during 2022-23 and new volunteers have been provided with the opportunity to attend sessions on Understanding Dementia and Safeguarding Adults. Prior to the commencement of the Poppy Lunch service, a training session on Safer Food Handling was presented in November 2022 by a qualified trainer and 16 volunteers attended.</p>
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**Additional information (optional)**

You may choose to include further statements where relevant about:

<p>Achievements against objectives set</p>	<p>Para 1.41</p>	<p>The charity has achieved against all its agreed objectives and with the resumption of normal life, the organisation has looked to both improving and expanding its services to maximise its support for families living with dementia.</p> <p>It remains focused on raising awareness about the needs and interests of those living with dementia, sharing information with partnership organisations and helping to raise the profile of those living with dementia when new developments are envisaged in the local community.</p>
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		<p>The organisation has ensured that communication with families living with dementia and the public has been assured through the publication of its Newsletter, website, articles in the local media and the distribution of leaflets about the charity's activities.</p> <p>Holt &amp; District Dementia Support remains a lifeline for many families and as our annual surveys attest, many families living with dementia find they are only able to continue to care for their relative due to our support and the services we provide. We continue to look for innovative ways to develop and expand our support and to assist families to live well with the challenge of dementia.</p>
Performance of fundraising activities against objectives set	Para 1.41	The charity does not set itself any objectives in terms of fundraising but has been fortunate to receive contributions towards its services from the continued support of local people, businesses and individuals who have benefitted from the service. In 2022-23 the charity not only received a grant to promote the Poppy Exercise service but also a substantial donation from another local charity when it wound up its organisation.
Investment performance against objectives	Para 1.41	The charity does not have any objectives in relation to investments.
Other		

## Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	Cash held at the bank totalled £31.9k at 31 March 2023, following an excess of receipts over expenditure of £7.9k for the year ended 31 March 2023.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	The main financial risk to the charity is reduced donations and the reserves are held to cover operational costs in the event of a loss of income, to meet the costs of possible new initiatives and to meet any unforeseen expenditure that may occur. It is the charity's policy to maintain reserves that would cover 24 months expenditure in the event of a loss of income. Expenditure totalled £9k for the year ended 31 March 2023.
Amount of reserves held	Para 1.22	The reserves held at 31 March 2023 totalled £31.9k.
Reasons for holding zero reserves	Para 1.22	Not applicable
Details of fund materially in deficit	Para 1.24	Not applicable
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	Currently there are no uncertainties about the charity continuing as a going concern.

### Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	The charity's principal source of funds is from donations. These come from the clients and carers who use the services, fundraising initiatives by local individuals, organisations, businesses and from bequests. The charity applies for community grants where applicable and received a grant of £1.2k in 2022-23. In addition, in 2022-23 the organisation received a donation of £7.5k following the winding up of Bristol Care Centre.
Investment policy and objectives including any social investment policy adopted	Para 1.46	Not applicable.
A description of the principal risks facing the charity	Para 1.46	<p><b>Risk Management</b></p> <p>The charity has a proactive approach to risk management. The Trustees have identified their key risks and have in place a risk management plan to manage and mitigate the identified risks. This is monitored regularly and updated as required.</p> <p>The risk register of key risks identified the potential health &amp; safety risks associated with commencing the Poppy Lunch service and put in place arrangements to minimise the risks to the health of clients, carers and volunteers. This included the provision of training for volunteers, safe practices in the kitchen, requirement to record opening and closing checks and registration with the Environmental Health Office.</p> <p>The Home Visiting Service undertakes a risk assessment on all new clients and the subsequent risk management plan is made available to all volunteers visiting the client and this is updated as required.</p> <p>Specific guidance is available for volunteers at both the Poppy Café and the Home Visiting service to manage risks associated with the health and well-being of clients. This guidance is brought to the attention of all new volunteers with the service as part of the volunteer's induction to the organisation.</p> <p>The risks associated with Covid-19 have been downgraded to reflect the reduction in risk to individuals following the vaccination programme and the presence of lower impact dominant variants.</p> <p>Poppy Exercise has also been added to the risk register and mitigations have included training for key volunteers, health assessment of all participants and guidance for the use of equipment.</p> <p>Checks with the Disclosure and Barring Service are undertaken for all members who exercise positions of responsibility within the organisation and all those who volunteer as Home Visitors to ensure protection for our vulnerable clients.</p> <p>Public liability insurance is in place plus additional accidental cover for volunteers undertaking duties with the organisation.</p>
Other		

## Structure, Governance and Management

Description of charity's trusts:		
Type of governing document	Para 1.25	Holt & District Dementia Support is governed by a Constitution that was agreed and ratified by the entire membership when the organisation registered with the Charity Commission in September 2018. In 2021-22 an amendment was made to the Constitution at an Emergency General meeting held on the 9 December 2021 as follows: <ul style="list-style-type: none"> <li>Trustees to serve for three terms of three years before compulsorily having to stand down instead of two terms. A charity trustee who has served for three consecutive terms may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least three years.</li> </ul>
How is the charity constituted?	Para 1.25	The organisation is registered as a Charitable Incorporated Organisation.
Trustee selection methods including details of any constitutional provisions E.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	<p><b>Recruitment and appointment of trustees</b></p> <p>Trustees have been appointed from within the membership of the organisation and are elected by those members that are in attendance at the Annual General meeting.</p> <p>Trustees are proposed and seconded by current members and are required to indicate their willingness to take on the additional responsibilities associated with being an officer within the organisation and the duties and responsibilities associated with being a trustee prior to the Annual General meeting. Members are eligible to be considered as trustees based on their personal abilities, specialist knowledge and skills and commitment to the aims and objectives of the organisation.</p> <p>If a trustee vacancy occurs before the Annual General meeting is due to take place the existing trustees will appoint an interim trustee to ensure continuity of governance and the appointment will be subject to a vote of the membership at the next Annual General meeting.</p>

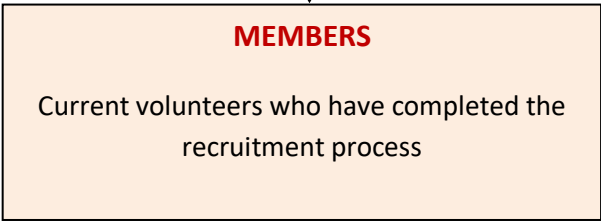
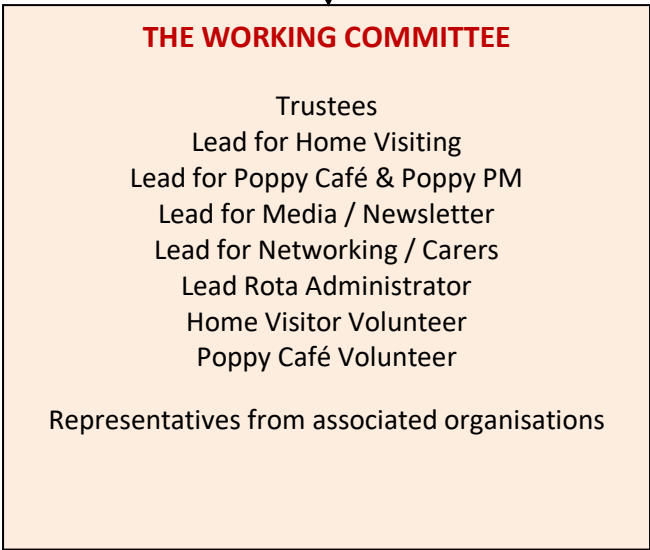
### Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p><b>Induction and training of trustees</b></p> <p>On appointment as a trustee, the appointee is provided with an introduction to the role by an existing trustee and given a copy of the Constitution and the organisation's policies and procedures.</p> <p>In addition, the new trustee is directed to the guidance issued by the Charity Commission on the duties and responsibilities associated with being a trustee and the importance of public benefit.</p>
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<p>The charity's organisational structure and any wider network with which the charity works</p>	<p>Para 1.51</p>	<p><b>Organisational structure</b></p> <p>The charity has a well understood structure that supports good governance and operational management.</p> <p>The charity trustees are responsible for exercising responsibility for the corporate governance of the organisation, setting its strategic direction and ensuring compliance with both its Constitution and the requirements of being a Charitable Incorporated Organisation.</p> <p>The operational management of the various services provided by the charity are overseen by the Working Committee, which comprises the trustees plus other appointees and advisors that contribute specific knowledge and expertise. The trustees and members of the Working committee receive no remuneration other than payment for incidental expenditure associated with undertaking their role as either committee members or as volunteers. All give of their time freely.</p> <p>The Working Committee meets six times a year with a separate Trustee committee meeting preceding that of the Working committee meeting at least twice a year. Otherwise, the meetings are integrated. Each committee has specific terms of reference which ensure that responsibilities, delegation and decision-making is clearly defined and duplication is avoided. Both committees are chaired by the Chair of the organisation to ensure continuity and good communication between both committees.</p> <p>During 2022-23 the Lead for Home Visiting stood down but was re-elected for one further term of office. Dr Stephen Gillam was elected to the vacant trustee position.</p> <p>Volunteers are core to the organisation and are recruited from the general public and specifically for their commitment to the aims and objectives of the organisation in supporting those living with dementia and their carers. Volunteers are invited to attend a meeting twice a year to ensure that all members have an opportunity to contribute to the direction of the organisation and to discuss issues with the membership of both committees. All members are invited to attend the Annual General meeting.</p> <p>In addition to the Constitution, Holt &amp; District Dementia Support has a suite of policies to support good governance including policies on Safeguarding, Recruitment, Data Protection and Lone Working and all members are directed to these policies on joining the charity. This guidance is supplemented by a comprehensive Volunteer handbook that is issued to all new members.</p> <p>Training is provided to all new volunteers who have been accepted as members through the recruitment process including training on understanding dementia, safeguarding and communication skills. Bespoke training is arranged when needed.</p>
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**H&DDS ORGANISATIONAL STRUCTURE**



Relationship with any related parties

Para 1.51

**Relationship with related parties**

The charity is the principal voice for those living with dementia in Holt but endeavours to work with other organisations and authorities that are engaged in supporting families living with dementia including the local district council, health authorities, local care homes and local businesses that actively promote dementia-friendly practices.

		The charity is also in regular contact with other charities in this field such as Age UK, the Alzheimer's Society, the Admiral Nursing Service, Dementia Action Alliance and Glaven Caring so that advice, support and service provision is integrated and focused on the needs of the local client group.
Other		

## Reference and Administrative details

Charity name	Holt & District Dementia Support
Other name the charity uses	None
Registered charity number	1179793
Charity's principal address	39 Cromer Road Holt Norfolk NR25 6EU

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Claire Roberts	Chair/ Lead for Poppy Lunch	Whole period	Membership of organisation
2	Eleanor Sidgwick	Deputy Chair / Lead for Home Visiting	Whole period	Membership of organisation
3	David Sidgwick	Treasurer	Whole period	Membership of organisation
4	Isobel Horsley	Lead Coordinator for Poppy Café & Poppy PM	Whole period	Membership of organisation
5	Stephen Gillam	Poppy Café & Home Visiting Volunteer/ Retired GP	Whole period	Membership of organisation
6	Vacancy			

Corporate trustees – names of the directors at the date the report was approved

<b>Director name</b>		
None		

Name of trustees holding title to property belonging to the charity

<b>Trustee name</b>	<b>Dates acted if not for whole year</b>	
None		

## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

### Additional information (optional)

#### Names and addresses of advisers (Optional information)

Type of Adviser	Name	Address
Admiral Nurse	Sarah Farmer-Wright	<a href="https://www.dementiauk.org/get-support/find-an-admiral-nurse/">https://www.dementiauk.org/get-support/find-an-admiral-nurse/</a>
Examiner	Angela Harcourt	Hard Farm, Little Marsh Lane, Field Dalling, Holt, NR25 7LL
Bank	Barclays Business Banking	Online

#### Name of chief executive or names of senior staff members (Optional information)

##### **Working Committee**

##### ***Trustees plus:***

Lead for Communications, Media Relations and Website – Sue Wharfe

Lead Rota Administrator – Lee Rix

##### ***Representatives from:***

Poppy Cafe – Maureen Buckey

Home Visiting – Giselle Couch

Clients and Carers / Lead for Networking – Helen Banham

### Exemptions from disclosure

Reason for non-disclosure of key personnel details

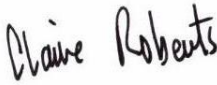

All disclosed

### Other optional information

## Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

Signature(s)		
Full name(s)	Claire Roberts	David Sidgwick
Position (eg Secretary, Chair, etc)	Chair	Treasurer

Date 2 June 2023

Holt & District Dementia Support

Annual Report 2<sup>nd</sup> June 2023

Registered Charity No. 1179793



HOLT & DISTRICT DEMENTIA SUPPORT  
GENERAL FUND

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

2022				2023
£	£		£	£
		<b>RECEIPTS</b>		
	116	Donations at Poppy Café (Monday)	791.60	
	1,654	Donations at Poppy Café (Tuesday)	2,026.95	
	338	Donations at Poppy PM	187.30	
	0	Donations at Poppy Lunch	85.00	
	180	Home Visiting Service donations	109.52	
	560	Gift Aid	111.25	
	16	Sale of disabled toilet keys	0.00	
	0	Sale of spikey ball	2.91	
	2	Deposit account interest	60.24	
	10	Commission from Amazon	57.28	
2,897	21	Sundry income	1.00	3,433.05
		One-off donations:		
	0	Holt Tractor Run	474.00	
	0	Winding-up donation from the Briston Care Centre	7,500.00	
	0	Disputed donation	274.14	
	441	Other donations	276.75	
	6,531	Winding-up donation from The Holt Friday Club	0.00	
	1,000	Winding-up donation from The High Kelling Society	0.00	
	400	Donation from The RC Snelling Charitable Trust re. Thorpland Hall Gardens	0.00	
	1,219	Norfolk Community re. Duncan Baker marathon run	0.00	
	250	Paul Basham Charitable Trust re. Duncan Baker marathon run	0.00	
	500	Blakeney PCC	0.00	
11,341	1,000	Anonymous personal donation	0.00	8,524.89
		Donations in memory of:		
	0	Donny March	631.00	
	0	David Carter	726.59	
	0	Paul Abendroth	1,008.38	
	0	Hugh Braes	552.24	
	0	Colleen Norman	386.80	
	0	John Rayner	298.80	
	0	Val Clift	100.00	
14,238	0	Balances carried forward	3,703.81	11,957.94

HOLT & DISTRICT DEMENTIA SUPPORT  
GENERAL FUND

RECEIPTS & PAYMENTS ACCOUNT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2022				2023
£	£			£      £
14,238	0	Balances brought forward		3,703.81 11,957.94
<b>RECEIPTS (CONTINUED)</b>				
Donations in memory of:				
	440	Geoff Stace		0.00
	140	Angela Ward		0.00
	147	John Newman		0.00
	441	Leslie Gaskins		0.00
	552	Janette Fursse		0.00
1,840	<u>120</u>	Ken Gledhill		<u>0.00</u> 3,703.81
<u>16,078</u>				<u>15,661.75</u>
<b>PAYMENTS</b>				
Poppy Café expenditure				
	1,795	Meeting room hire	3,018.00	
	593	Refreshments	768.40	
	151	Crafts, games and books	212.64	
	256	Volunteer's mileage & parking	299.88	
	26	Lanyards	0.00	
	0	Jubilee event	101.59	
	0	Planters and plants	121.13	
2,821	<u>0</u>	Exercise equipment	<u>195.84</u>	4,717.48
Poppy PM expenditure				
	604	Meeting room hire	472.50	
	33	Refreshments	11.48	
690	<u>53</u>	Volunteers' mileage & parking	<u>40.08</u>	524.06
Home Visiting Service expenditure				
	1,063	Volunteers' mileage	869.93	
1,063	<u>0</u>	Calendar	<u>1.00</u>	870.93
Poppy Friends expenditure				
77		Space hire		132.00
Poppy Lunch expenditure				
0		Setting up and running costs.		678.54
<u>11,427</u>		Balances carried forward		<u>6,923.01</u> 15,661.75

HOLT & DISTRICT DEMENTIA SUPPORT  
GENERAL FUND

RECEIPTS AND PAYMENTS ACCOUNT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2022					2023
£	£		£	£	£
11,427		Balances brought forward		6,923.01	15,661.75
 <b>PAYMENTS (CONTINUED)</b>					
		Paul Phoenix concert			
0		Net costs		128.99	
 General expenditure					
	390	Website costs	300.00		
	292	Insurance	417.72		
	71	General mileage	48.14		
	219	Stamps, stationery, printer ink and paper	244.38		
	24	DBS checks	96.00		
	141	Gifts	135.44		
	295	Meeting costs	349.42		
	124	Training costs	0.00		
	159	Christmas presents clients and carers	159.73		
	10	Piano music	0.00		
	165	Leaflets, posters and handbooks	85.00		
	0	First Aid	7.99		
	0	Covid costs	103.00		
	0	Fundraising costs	15.49		
	16	Sundry expenses	2.25		
	50	Volunteers' party	0.00		
	24	Volunteers' Christmas cards	0.00		
	379	Laptop	0.00		
	125	Microsoft 'Office'	0.00		
2,519	35	Disabled toilet keys	0.00	1,964.56	9016.56
<u>£8,908</u>		<b>Excess of Receipts</b>			<u>£6,645.19</u>

GRANT FUND

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

2022		2023
<u>£0</u>	<b>RECEIPTS</b>	
	Grant from Active Norfolk (Norfolk County Council)	<u>£1,226.00</u>

**HOLT & DISTRICT DEMENTIA SUPPORT**

England & Wales - Charity number 1179793

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# Accounts

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# Holt & District Dementia Support



Annual Report  
2021 - 22

## Trustees' Annual Report for the period 2021 - 2022

Period start date: 1<sup>st</sup> April 2021

Period end date: 31<sup>st</sup> March 2022

Charity name: Holt & District Dementia Support

Charity registration number: 1179793

### Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>The objects of the charity are set out in our Constitution and are summarised as follows:</p> <p>The promotion of social inclusion amongst those living with dementia and their carers within Holt and the immediate surrounding district to a radius of 8 miles who are socially excluded from society, or parts of society, as a result of their disability by:</p> <ol style="list-style-type: none"> <li>1. Providing support and services appropriate to their needs;</li> <li>2. Developing greater awareness and understanding of dementia issues within our local community;</li> <li>3. Establishing and developing networks and links with other service providers and businesses to enable us to support and develop a local dementia friendly community;</li> <li>4. Providing accessible information on how to access advice, support and services for people living with dementia and their carers; and</li> <li>5. Providing social support and access to activities through the provision of a dementia-friendly café, home visiting support and other activities.</li> </ol>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p><b>Activities</b></p> <p>Holt &amp; District Dementia Support has endeavoured to meet its aims and objectives throughout 2021-22. The trustees consider these were directed entirely for the benefit of those living with dementia and their carers. All services were delivered free of charge although donations were welcomed.</p> <p>The activities / services delivered to meet these objectives have included the following:</p>

### **Poppy Café**

The organisation provides a drop-in Poppy Café for people living with dementia and their carers. Carers are invited to leave the person living with dementia in the care of the Café volunteers and to enjoy some respite time to themselves. Each session lasts two hours and is staffed by volunteers and managed by a co-ordinator.

On the 10 January 2022 the organisation increased its provision by providing a second Café session on Monday mornings as well as the existing Tuesday morning sessions. The Monday Poppy Café aims to create a quieter environment for those clients that can no longer cope in a more stimulating setting. The additional session has also enabled the provision of a Covid-safe environment.

The Café offers –

- Opportunities for support in a safe, friendly and relaxed environment;
- Social contact and friendship, allowing families and carers time to share ideas and information;
- A wide selection of activities including a monthly session of music and singing;
- Refreshments including tea, coffee and cakes;
- Access to visiting health care professionals and members of other voluntary organisations;
- Information leaflets on available resources and access to a library of books on dementia care.

### **Poppy Home Visiting Service**

The charity also provides a Poppy Home Visiting Service that offers respite for families and carers who look after those with dementia in their own homes.

This service –

- Is provided by volunteers who offer company, support and reassurance to the client and enable carers to take time out;
- Is undertaken by volunteers that have successfully completed training in Adult Safeguarding, Communication skills, Dementia Awareness and Lone Working and who have received clearance via the DBS screening service;
- Provides visits lasting up to a maximum of 3 hours;
- Offers visits on a weekly, fortnightly, monthly or occasional basis and these are pre-arranged to suit both the clients and families' needs;
- Ensures that all visits are risk assessed, planned and coordinated.

### **Poppy PM**

Poppy PM is provided on two afternoons a month and carers are encouraged to leave the person living with dementia in the care of volunteers while they have a period of time to themselves.

The clients are catered for in a therapeutic environment that offers social interaction, individual activities and refreshments.

**Poppy Friends**

Poppy Friends is a monthly support group for carers that commenced on Friday 28 May 2021.

**Poppy Cinema**

This service was initially suspended during the Covid pandemic and is now unlikely to resume. The local Community Centre is now showing vintage films which can be attended by our clients and carers.

**Partnership working**

The Chair is a member of the local Dementia Friendly Community and she and other trustees have developed ongoing relationships with local health and social care services. Referrals for support are received from the statutory services and voluntary organisations.

The Lead for Networking attends local meetings focused on services that support those living with dementia and their carers. Information is shared by email and at the monthly Carers meeting. Other voluntary organisations working with families living with dementia, such as the Alzheimer's Society, liaise with the organisation and have attended meetings to provide information and advice.

The organisation also has linkage with the University of East Anglia research unit into dementia and provides information to those living with dementia and their carers on possible participation in current research.

**Public information and advice**

Holt & District Dementia Support reaches out to the public to publicise its activities and services to ensure that those needing support are able to access its services. This occurs via its website, posters and leaflets in public places and local publications.

Leaflets on other local and national resources and voluntary groups providing services for this client group are made available at the Poppy Cafés, Poppy PM and online.

**Training**

The organisation will provide dementia awareness training to local businesses and organisations that request it and opens its in-house training for volunteers to other local organisations that might have either staff members or volunteers who could benefit from the training sessions.

All new volunteers are required to attend 'Understanding Dementia' and Safeguarding training as soon as possible after joining the organisation. Face-to-face training has resumed in 2021-22 and additional presentations have been arranged for existing volunteers.

**Performance review**

Prior to the Annual General meeting all volunteers and clients are requested to provide feedback on the organisation's services and approach via a survey which can be submitted anonymously. The results of these various surveys are analysed and reported at the Annual General meeting. This year the questions have been adjusted to help evaluate the effectiveness of our new service provision.

		<p><b>Additional details of objectives and activities</b></p> <p><b>Website</b> Holt &amp; District Dementia Support provides a website that provides details of all its services and activities plus contact details for the organisation and other voluntary or statutory services that families living with dementia may need to access. This is kept updated and includes an online copy of the most up to date Newsletter. This was audited and adjusted to meet the statutory standards of accessibility in 2020-21.</p> <p><b>Newsletter</b> The charity provides a regular bi-monthly newsletter which has been published throughout the pandemic. The Newsletter includes articles, details of activities and useful information for clients, carers and volunteers. This is provided electronically to volunteers and clients alike but is also available in hard copy for those not online.</p> <p><b>Fund raising</b> The charity provides all its services free of charge but welcomes donations. Where applicable the organisation applies for relevant grants either locally or nationally and has benefitted from local organisations and individuals raising money on its behalf.</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The trustees have due regard to the requirement to ensure that the activities of the organisation are directed at ensuring public benefit in accordance with the guidance issued by the Charity Commission.

**Additional information (optional)**

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The charity does not make grants to individuals or other organisations.
Policy on social investment including program related investment	Para 1.38	The charity does not invest in other social programmes apart from those provided by the organisation.
Contribution made by volunteers	Para 1.38	Volunteers are the lifeblood of the charity and without the interest and support of our volunteers the charity would not be able to provide any of its services. They contribute their time, interest and practical support to ensuring that the charity can offer its services to clients and carers. They also each contribute the benefit of a wealth of experience and knowledge that is of inestimable value to the clients and carers alike.

Contribution made by volunteers cont'd	Para 1.38	In 2021-22 the organisation provided its services throughout the year despite ongoing issues associated with the pandemic. Initially some volunteers were unable to participate in person due to issues associated with their own personal health but services were maintained with a core of volunteers. During the year most of our previous volunteers have returned to regularly volunteering at the Cafes and with Home Visiting. Despite the ongoing pandemic, new volunteers were recruited and enabled the organisation to expand its services to those families living with dementia.
Other		

## Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>During 2021-22 Holt &amp; District Dementia Support pursued its charitable aims by maintaining its services throughout the pandemic and in so doing met its duty to deliver public benefit.</p> <p>This financial year began as the country was loosening its restrictions from the last lockdown. Experience from earlier lockdowns had shown that those living with dementia and their carers had been particularly adversely affected by the restrictions and the organisation was keen to resume its services as soon as it was safe to do so.</p> <p>Throughout the pandemic there was a loss of clients as families felt no longer able to manage at home and those living with dementia experienced an acceleration in cognitive decline and loss of functional ability secondary to social isolation. A number of former clients moved into permanent residential care and sadly a few died during this period. However, the resumption of activities led to an almost immediate surge of interest from new clients as families that had survived the pandemic now sought help.</p> <p>The organisation continued to maintain its support for families living with dementia within the restraints of the statutory rules and adhering to best practice in ensuring the health and safety of clients, carers and volunteers.</p> <p>The organisation's main achievements during 2021-22 were as follows:</p> <p><b>Poppy Café</b></p> <p>Poppy Cafe has been provided throughout 2021-22. The number of clients attending per month rose from 27 in April 2021 to a peak of 67 in November 2021. The onset of winter with its corresponding rise in incidence of Covid-19, meant that such numbers were not sustainable in a Covid-safe manner so the decision was made to offer an additional Poppy Café session on Monday mornings. This also enabled the organisation to vary the offering made and to provide care and social interaction within a quieter environment on the Monday, while maintaining a livelier provision on the Tuesday Café. This better met the needs of some clients whose degree of disability meant that they required a less stimulating environment.</p>

Both Poppy Cafes have continued to allow, and indeed encourage, carers to leave and have some time to themselves. Some carers chose to remain but for most it is a welcome opportunity to have some time away from their caring responsibilities.

The resumption of services coincided with a marked rise in the number of new clients presenting at the Café. Articles in the local press and a publicity campaign supported this rise in interest, particularly as other local services were much slower to resume and indeed many services have failed to start again. Within the first three months of the year 8 new clients joined Poppy Café and a further 10 in succeeding months. This was counterbalanced by other clients going into permanent residential or nursing care homes.

Volunteer numbers have varied and the arrival of the Omicron variant did lead to a number of volunteers, and indeed clients, having to withdraw for a period due to being infected with Covid-19. Over the year 3 new volunteers have come forward and have become active volunteers at the Cafés.

Poppy Café has continued to focus on not only providing an opportunity for social interaction, but also aiming to create a therapeutic environment to maintain and where possible, regain functional capacity. This has been especially important for those clients whose speech and social skills have been affected by social isolation.

During 2021-22 the Cafés have provided a range of activities including games, quizzes and occasional craft sessions. The use of an interactive white board has enabled some clients to participate in jigsaws and word searches on the bigger screen and also to enjoy background pictures and music that helps to initiate memories and conversations with volunteers.

The resumption of the 'Singing Café' in September was a big step forward and it proved as popular as ever with both those living with dementia and their carers. During the year other musical events took place within the larger setting of the local church, including a visit from the lively Broadland Ukulele Group in August and special concerts from the Samphire Singers at key moments in the year, such as Christmas. Within the Tuesday Café setting there have also been visits by a small group of local singers led by Angela Dugdale.

Regular monthly visits from a local PAT dog, Tilly, resumed during the year and helped to reach some of those living with dementia who find speech and oral expression difficult.

In October 2021 there was a special Poppy Café which included a visit from Angela Bishop who presented a Moving Memories Cinema Reminiscence session, which involved props and pictures to initiate memories and conversation.

### **Poppy PM**

Poppy PM began in March 2020 in response to a need expressed by carers for more respite time. The service was scheduled to be available twice a month but did not resume until April 2021 and since then has been provided on the second and fourth afternoons of the month.

Attendance has been variable but overall remains lower than for the morning Poppy Café sessions. Average attendance is 4+ but on eight occasions during this year, attendance has been below this figure.

Poppy PM has provided a quieter, more relaxed environment for clients. Regular attendance by a visiting pianist has helped to enhance the sense of relaxation and clients have enjoyed hearing familiar songs.

### **Poppy Home Visiting Service**

Poppy Home Visiting recommenced during April 2021, following the lifting of the second Covid-19 lockdown. During the pandemic there was a significant loss of clients with 2 passing away and 7 moving into residential care as the pandemic took its toll on carers. Since recommencing the service, the demand for support has grown with an additional 15 new clients taken on by the service. Our team of Home Visiting volunteers has continued to provide much valued respite for carers as well as providing social company for our clients.

During the last year 3 volunteers have left the service and 4 have joined the Home Visiting team, leading to an overall gain of one volunteer.

Thanks to the commitment of the volunteers, there have been a total number of 409 home visits during 2021-22. More referrals are currently being received so in order to continue to meet the rising demand and to provide a satisfactory service, the organisation is actively seeking a few more volunteers.

### **Poppy Friends**

It was recognised that carers of our clients needed extra support and we could help by linking them with each other. In addition, bereaved ex-carers were also recognised as having ongoing needs as well as much to offer to new carers by supplying advice, anecdotes and friendship, so Poppy Friends was conceived. It was launched in May 2021 and has been meeting monthly ever since.

Poppy Friends is a very informal support group, providing a place for carers, ex-carers or interested volunteers to meet, chat, share experiences, laugh, and discuss issues of concern with each other. The idea has been to provide mutual support in a neutral forum, including sharing information about available resources, services, and events.

The organisation was fortunate in finding a venue at The Treehouse Café in Holt. A private space is provided plus access to the café serving delicious refreshments and most importantly, a warm welcome.

The initiative has been successful with a core of 10-12 attending each month; enjoying the shared companionship and finding new friends. Ideas have been shared on diverse topics ranging from dealing with authorities and bureaucracy, finding respite or holiday breaks, to dealing with issues like incontinence, mood swings etc plus useful tips re: alarms and electronic aids. The main aim is to ensure carers value and look after themselves and seek help before a crisis occurs.

The organisation will review how carers can be supported to attend as disease progression may lead to those living with dementia being unable to be left alone for the duration of the meetings.

### **Poppy Outings**

During 2021-22 the organisation managed two outings with clients and carers. The first involved holding the Tuesday Poppy Café session at the Feather's Hotel in Holt during the Holt Festival. Clients and carers enjoyed coffee and scones within the hotel setting.

The second was a new venture in which both Home Visit clients and Café clients, plus their families, were invited to a bespoke open garden visit at Thorplands Hall, by kind invitation of the Savory family. Tea was provided and clients and carers were able to explore the lovely gardens. A number of carers stated that this was their first social outing in a number of years. Photographs taken on the day have been used on the interactive white board to initiate conversations during subsequent Poppy Café sessions.

### **Response to Covid-19**

The charity has remained acutely aware that many of those living with dementia as well as some of the carers and a few volunteers could be at risk if infected with Covid-19. The risk of infection was subject to a risk assessment and safety measures were put in place including the provision of face masks and visors, hand gel on every table, improved ventilation and safe distancing where possible. Some volunteers chose to withdraw from active volunteering during the pandemic.

The charity's routine services were suspended during the successive lockdowns but contact was maintained with all clients and carers. During 2021-22 the Poppy Café and Poppy PM continued throughout. The rise in Omicron in late 2021 did lead to some volunteers and clients being absent due to infection but none appeared to have become infected at the Poppy Café or Poppy PM.

### **Partnership working**

Holt & District Dementia Support has continued to work with other partner organisations to strengthen services for those living with dementia.

A new Lead for Networking was appointed and has maintained electronic contact with the local Carers Matter voluntary organisation and has passed on information and advice to carers.

Referrals of clients and carers have been received from the Alzheimer's Society and local health and social care organisations. A representative of the Alzheimer's Society attended a meeting of carers held at the Lawns Hotel in Holt to provide a question-and-answer session. This was held on a Tuesday and attendance was facilitated by rostering extra volunteers so that all those living with dementia could be cared for while their carers attended the meeting.

An Admiral Nurse Support Worker attended the Poppy Café on the 15 February 2022 and was able to speak to both those living with dementia and their carers.

	<p>Close ties have been maintained with the local parish church and with local businesses such as the Treehouse Café and local hotels, all of which have supported the organisation throughout the year and facilitated opportunities for the families of those living with dementia.</p> <p><b>Performance review</b></p> <p>Clients and carers at each of the organisation's services are issued with a survey questionnaire each year as are all volunteers within the organisation.</p> <p>The surveys for 2020-21 were circulated in March 2021 and were reported at the Annual General Meeting in May 2021. These concentrated on questions related to the organisation's response to the pandemic. Both clients' families and volunteers felt supported during the pandemic. This year's questions have been circulated and will be reported at the Annual General Meeting on the 6 June 2022. This year the focus is on whether both clients and volunteers feel the new services are effective and supportive.</p> <p><b>Public information</b></p> <p>The organisation has begun to increase its level of public information once again with articles in the Holt Chronicle in both July 2021 and February 2022. The latter article led to a number of new volunteers coming forward to join the organisation.</p> <p>The website has continued to be updated regularly with information about current services and events. The bimonthly Newsletter is published online and there is access to all previous copies for those new to the site.</p> <p>Updates have also taken place to listings of the organisation on local authority information sites and those of partner organisations such as the Alzheimer's Society.</p> <p>Leaflets about the organisation's activities have been distributed widely throughout the local area.</p> <p><b>Education &amp; Training</b></p> <p>Face-to-face training recommenced in 2021-22 and new volunteers have been provided with the opportunity to attend sessions on Understanding Dementia and Safeguarding Adults on joining the organisation. A training session on the Medical Management of Dementia was presented in February 2022 by a local clinician to all new and existing volunteers.</p> <p>Hygiene and kitchen safety training sessions have been provided on a one-to-one basis to those volunteering to work in the kitchen to ensure social distancing.</p> <p>In March 2022 the Volunteer Handbook was revised and re-printed and copies were given to all new and existing members.</p>
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### Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	<p>The charity has achieved against all its agreed objectives despite the difficulties arising from the pandemic. It has continued to provide its services when safe to do so and has offered personal telephone support and assistance when that has not been possible.</p> <p>It remains focused on raising awareness about the needs and interests of those living with dementia, sharing information with partnership organisations and helping to raise the profile of those living with dementia when new developments are envisaged in the local community.</p> <p>The organisation has ensured that communication with families living with dementia and the public has been assured through the publication of its Newsletter, website, articles in the local media and the distribution of leaflets about the charity's activities.</p> <p>Holt &amp; District Dementia Support continued to support families throughout the pandemic and is proud to report that its volunteers rose to the challenge of looking for innovative ways to make sure it continued to support those families known to it and to reach out to others struggling to cope with the challenge of dementia in the most difficult of times. In 2021-22 the organisation welcomed the opportunity to expand its services to better meet the needs of those families living under the shadow of dementia.</p>
Performance of fundraising activities against objectives set	Para 1.41	<p>The charity does not set itself any objectives in terms of fundraising but has been fortunate to receive contributions towards its services from the continued support of local people, businesses and individuals who have benefitted from the service. In 2021-22 the charity received two substantial donations from the winding up of the Holt Friday Club and the High Kelling Society and a further donation from the Duncan Baker Marathon appeal.</p>
Investment performance against objectives	Para 1.41	<p>The charity does not have any objectives in relation to investments.</p>
Other		

### Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	<p>Cash held at the bank totalled £24k at 31 March 2022, following an excess of receipts over expenditure of £8.9k for the year ended 31 March 2022.</p>
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	<p>The main financial risk to the charity is reduced donations and the reserves are held to cover operational costs in the event of a loss of income, to meet the costs of possible new initiatives and to meet any unforeseen expenditure that may occur. It is the charity's policy to maintain reserves that would cover 24 months expenditure in the event of a loss of income. Expenditure totalled £7.2k for the year ended 31 March 2022.</p>
Amount of reserves held	Para 1.22	<p>The reserves held at 31 March 2022 totalled £24k.</p>

Reasons for holding zero reserves	Para 1.22	Not applicable
Details of fund materially in deficit	Para 1.24	Not applicable
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	Currently there are no uncertainties about the charity continuing as a going concern, but it cannot be ruled out that Covid-19 could still create some uncertainty going forward.

### Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	The charity's principal source of funds is from donations. These come from the clients and carers who use the services, fundraising initiatives by local individuals, organisations, businesses and from bequests. The charity applies for community grants where applicable but did not receive such a grant in 2020-21.
Investment policy and objectives including any social investment policy adopted	Para 1.46	Not applicable.
A description of the principal risks facing the charity	Para 1.46	<p><b>Risk Management</b></p> <p>The charity has a proactive approach to risk management. The Trustees have identified their key risks and have in place a risk management plan to manage and mitigate the identified risks. This is monitored regularly and updated as required.</p> <p>The risk register of key risks identified the potential health &amp; safety risks associated with infection risks to clients and volunteers and has been regularly updated in light of the Covid-19 pandemic and this is now identified as the organisation's principal risk to its services.</p> <p>The Home Visiting Service undertakes a risk assessment on all new clients and the subsequent risk management plan is made available to all volunteers visiting the client and this is updated as required.</p> <p>Specific guidance is available for volunteers at both the Poppy Café and the Home Visiting service to manage risks associated with the health and well-being of clients. This guidance is brought to the attention of all new volunteers with the service as part of the volunteer's induction to the organisation.</p> <p>Checks with the Disclosure and Barring Service are undertaken for all members who exercise positions of responsibility within the organisation and all those who volunteer as Home Visitors to ensure protection for our vulnerable clients.</p> <p>Public liability insurance is in place plus additional accidental cover for volunteers undertaking duties with the organisation.</p>
Other		

## Structure, Governance and Management

Description of charity's trusts:		
Type of governing document	Para 1.25	Holt & District Dementia Support is governed by a Constitution that was agreed and ratified by the entire membership when the organisation registered with the Charity Commission in September 2018. In 2021-22 an amendment was made to the Constitution at an Emergency General meeting held on the 9 December 2021 as follows: <ul style="list-style-type: none"> <li>Trustees to serve for 3 terms of three years before compulsorily having to stand down instead of 2 terms, with 2 trustees standing down each year to ensure continuity of oversight.</li> </ul>
How is the charity constituted?	Para 1.25	The organisation is registered as a Charitable Incorporated Organisation.
Trustee selection methods including details of any constitutional provisions E.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	<p><b>Recruitment and appointment of trustees</b></p> <p>Trustees have been appointed from within the membership of the organisation and are elected by those members that are in attendance at the Annual General meeting.</p> <p>Trustees are proposed and seconded by current members and are required to indicate their willingness to take on the additional responsibilities associated with being an officer within the organisation and the duties and responsibilities associated with being a trustee prior to the Annual General meeting. Members are eligible to be considered as trustees based on their personal abilities, specialist knowledge and skills and commitment to the aims and objectives of the organisation.</p> <p>If a trustee vacancy occurs before the Annual General meeting is due to take place the existing trustees will appoint an interim trustee to ensure continuity of governance and the appointment will be subject to a vote of the membership at the next Annual General meeting.</p>

### Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p><b>Induction and training of trustees</b></p> <p>On appointment as a trustee, the appointee is provided with an introduction to the role by an existing trustee and given a copy of the Constitution and the organisation's policies and procedures.</p> <p>In addition, the new trustee is directed to the guidance issued by the Charity Commission on the duties and responsibilities associated with being a trustee and the importance of public benefit.</p>
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<p>The charity's organisational structure and any wider network with which the charity works</p>	<p>Para 1.51</p>	<p><b>Organisational structure</b></p> <p>The charity has a well understood structure that supports good governance and operational management.</p> <p>The charity trustees are responsible for exercising responsibility for the corporate governance of the organisation, setting its strategic direction and ensuring compliance with both its Constitution and the requirements of being a Charitable Incorporated Organisation.</p> <p>The operational management of the various services provided by the charity are overseen by the Working Committee, which comprises the trustees plus other appointees and advisors that contribute specific knowledge and expertise. The trustees and members of the Working committee receive no remuneration other than payment for incidental expenditure associated with undertaking their role as either committee members or as volunteers. All give of their time freely.</p> <p>The Working Committee meets six times a year with a separate Trustee committee meeting preceding that of the Working committee meeting at least twice a year. Otherwise, the meetings are integrated. Each committee has specific terms of reference which ensure that responsibilities, delegation and decision-making is clearly defined and duplication is avoided. Both committees are chaired by the Chair of the organisation to ensure continuity and good communication between both committees.</p> <p>During 2021-22 the Lead for the Poppy Cafés stood down and the existing Lead for Poppy PM agreed to take on the responsibility for both the Poppy Cafes and Poppy PM.</p> <p>Volunteers are core to the organisation and are recruited from the general public and specifically for their commitment to the aims and objectives of the organisation in supporting those living with dementia and their carers. Volunteers are invited to attend a meeting twice a year to ensure that all members have an opportunity to contribute to the direction of the organisation and to discuss issues with the membership of both committees. All members are invited to attend the Annual General meeting.</p> <p>In addition to the Constitution, Holt &amp; District Dementia Support has a suite of policies to support good governance including policies on Safeguarding, Recruitment, Data Protection and Lone Working and all members are directed to these policies on joining the charity. This guidance is supplemented by a comprehensive Volunteer handbook that is issued to all new members.</p> <p>Training is provided to all new volunteers who have been accepted as members through the recruitment process including training on dementia awareness, safeguarding and communication skills. Bespoke training is arranged when needed.</p>
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		<p style="text-align: center;"><b>H&amp;DDS ORGANISATIONAL STRUCTURE</b></p> <div style="text-align: center;"> <pre> graph TD     A["<b>TRUSTEES</b> Chair Deputy Chair/ Lead for Home Visiting Treasurer Lead for Poppy Cafés &amp; Poppy PM Vacancy"] --&gt; B["<b>THE WORKING COMMITTEE</b> Trustees Lead for Home Visiting Lead for Poppy Café &amp; Poppy PM Lead for Media / Newsletter Lead for Networking / Carers Lead Rota Administrator Home Visitor Volunteer Poppy Café Volunteer Representatives from associated organisations"]     B --&gt; C["<b>MEMBERS</b> Current volunteers who have completed the recruitment process"]           </pre> </div>
<p>Relationship with any related parties</p>	<p>Para 1.51</p>	<p><b>Relationship with related parties</b></p> <p>The charity is an active participant in the local Dementia Friendly Community programme, supporting initiatives to engage with local businesses, consulting with the local council and health authorities about local provision for those families living with dementia and providing dementia awareness information and training.</p> <p>The charity is also in regular contact with other charities in this field such as Age UK, the Alzheimer's Society, the Admiral Nursing Service and the local Dementia Action Alliance so that advice, support and service provision is integrated and focused on the needs of the local client group.</p>

Other		
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## Reference and Administrative details

Charity name	Holt & District Dementia Support
Other name the charity uses	
Registered charity number	1179793
Charity's principal address	39 Cromer Road Holt Norfolk NR25 6EU

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Claire Roberts	Chair	Whole period	Membership of organisation
2	Eleanor Sidgwick	Deputy Chair / Lead for Home Visiting	Whole period	Membership of organisation
3	David Sidgwick	Treasurer	Whole period	Membership of organisation
4	Kate Gosden	Administrator	1 April 2021 – 17 May 2021	Membership of organisation
	Elizabeth Brett	Administrator	17 May 2021 – 6 October 2021	Membership of organisation
5	Steven Glenister	Lead Coordinator for the Poppy Cafe	1 April 2021- 24 January 2022	Membership of organisation
6	Isobel Horsley	Lead Coordinator for Poppy PM	Whole period	Membership of organisation
7	Vacancy			

Corporate trustees – names of the directors at the date the report was approved

<b>Director name</b>		
None		

Name of trustees holding title to property belonging to the charity

<b>Trustee name</b>	<b>Dates acted if not for whole year</b>	
None		

## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

### Additional information (optional)

#### Names and addresses of advisers (Optional information)

Type of Adviser	Name	Address
Admiral Nurse	Sarah Farmer-Wright	<a href="https://www.dementiauk.org/get-support/find-an-admiral-nurse/">https://www.dementiauk.org/get-support/find-an-admiral-nurse/</a>
Examiner	Angela Harcourt	Hard Farm, Little Marsh Lane, Field Dalling, Holt, NR25 7LL
Bank	Manager, Barclays Bank	16 High Street, Holt, NR25 6BQ

#### Name of chief executive or names of senior staff members (Optional information)

##### **Working Committee**

##### ***Trustees plus:***

Lead for Communications, Media Relations and Website – Sue Wharfe

Lead Rota Administrator– Lee Rix

##### ***Representatives from:***

Poppy Cafe – Maureen Buckey

Home Visiting – Giselle Couch

Clients and Carers / Lead for Networking – Helen Banham

### Exemptions from disclosure

Reason for non-disclosure of key personnel details

All disclosed

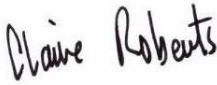

### Other optional information

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## Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

<b>Signature(s)</b>		
<b>Full name(s)</b>	Claire Roberts	David Sidgwick
<b>Position (eg Secretary, Chair, etc)</b>	Chair	Treasurer

**Date** 6 June 2022



Holt & District Dementia Support

Annual Report 6 June 2022

Registered Charity No. 1179793



HOLT & DISTRICT DEMENTIA SUPPORT

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

2021				2022
£	£			£
		<b>RECEIPTS</b>		
	674	Donations at Poppy Café (Tuesday)	1,654.21	
	65	Donations at Poppy PM	337.51	
	0	Donations at Poppy Café (Monday)	115.45	
	210	Home Visiting Service donations	180.00	
	232	Gift Aid	560.12	
	5	Sale of disabled toilet keys	16.00	
	6	Deposit account interest	1.88	
	0	Commission from Amazon	10.39	
1,193	<u>1</u>	Sundry income	<u>21.00</u>	2,896.56
		One-off donations:		
	0	Winding-up donation from The Holt Friday Club	6,531.03	
	0	Winding-up donation from The High Kelling Society	1,000.00	
	0	Donation from The RC Snelling Charitable Trust re. Thorpland Hall Gardens	400.00	
	0	Norfolk Community re. Duncan Baker marathon run	1,219.08	
	0	Paul Basham Charitable Trust re. Duncan Baker marathon run	250.00	
	0	Blakeney PCC	500.00	
	0	Anonymous personal donation	1,000.00	
	527	Other personal donations	441.12	
1,027	<u>500</u>	Legacy from Dr. Pearce	<u>0.00</u>	11,341.23
		Donations in memory of:		
	0	Geoff Stace	439.43	
	0	Angela Ward	140.00	
	0	John Newman	147.35	
	0	Leslie Gaskins	441.27	
	0	Janette Fursse	551.84	
	120	Ken Gledhill	120.00	
	61	GW Townley	0.00	
	155	Jill Deacon	0.00	
	500	Irene Rowley	0.00	
976	<u>140</u>	Brenda Sowter	<u>0.00</u>	1,839.89
<u>3,196</u>		Balances carried forward		<u>16,077.68</u>

HOLT & DISTRICT DEMENTIA SUPPORT

RECEIPTS AND PAYMENTS ACCOUNT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

2021					2022
£	£		£	£	£
3,196		Balances brought forward			16,077.68
		<b>PAYMENTS</b>			
		Poppy Café (Tuesday) expenditure			
	756	Meeting room hire	1,543.50		
	200	Refreshments	547.69		
	67	Crafts, games and books	150.92		
	148	Volunteer's mileage & parking	244.40		
1,171	<u>0</u>	Lanyards	<u>25.98</u>	2,512.49	
		Poppy PM expenditure			
	131	Meeting room hire	603.75		
	6	Refreshments	32.79		
159	<u>22</u>	Volunteers' mileage & parking	<u>53.29</u>	689.83	
		Home Visiting Service expenditure			
399		Volunteers' mileage		1,062.52	
		Poppy Friends expenditure			
0		Space hire		77.00	
		Poppy Café (Monday) expenditure			
	0	Meeting room hire	252.00		
	0	Refreshments	44.59		
0	<u>0</u>	Volunteers' mileage	<u>12.00</u>	308.59	
		General expenditure			
	270	Website costs	390.00		
	292	Insurance	291.74		
	85	General mileage	70.87		
	195	Stamps, stationery, printer ink and paper	219.62		
	36	DBS checks	24.00		
	99	Gifts	140.62		
	115	Meeting costs	294.72		
	6	Training costs	124.44		
	300	Covid costs (incl. PPE)	0.00		
	0	Christmas presents clients	158.98		
	0	Piano music	10.00		
<u>1,467</u>	<u>1,398</u>	Balances carried forward	<u>1,724.99</u>	4,650.43	16,077.68

HOLT & DISTRICT DEMENTIA SUPPORT

RECEIPTS AND PAYMENTS ACCOUNT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

2021			2022		
£	£		£	£	£
1,467	1,398	Balances brought forward	1,724.99	4,650.43	16,077.68
	0	Leaflets & posters	164.96		
	0	Volunteers' party	50.14		
	0	Volunteers' Christmas cards	24.00		
	0	Laptop	379.00		
	0	Microsoft 'Office'	124.99		
	0	Disabled toilet keys	34.90		
1,398	0	Sundry expenses	16.46	2,519.44	7,169.87
<u>£69</u>		<b>Excess of Receipts</b>			<u>£8,907.81</u>

**HOLT & DISTRICT DEMENTIA SUPPORT**

England & Wales - Charity number 1179793

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# Accounts

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# Holt & District Dementia Support



Annual Report  
2020 - 21

## Trustees' Annual Report for the period 2020 - 2021

**Period start date:** 1<sup>st</sup> April 2020  
March 2021

**Period end date:** 31<sup>st</sup>

**Charity name:** Holt & District Dementia Support

**Charity registration number:** 1179793

### Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>The objects of the charity are set out in our Constitution and are summarised as follows:</p> <p>The promotion of social inclusion amongst those living with dementia and their carers within Holt and the immediate surrounding district to a radius of 8 miles who are socially excluded from society, or parts of society, as a result of their disability by:</p> <ol style="list-style-type: none"> <li>1. Providing support and services appropriate to their needs;</li> <li>2. Developing greater awareness and understanding of dementia issues within our local community;</li> <li>3. Establishing and developing networks and links with other service providers and businesses to enable us to support and develop a local dementia friendly community;</li> <li>4. Providing accessible information on how to access advice, support and services for people living with dementia and their carers; and</li> <li>5. Providing social support and access to activities through the provision of a dementia-friendly café, home visiting support and other activities.</li> </ol>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p><b>Activities</b></p> <p>Holt &amp; District Dementia Support has continued to try and meet its aims and objectives throughout 2020-21. The trustees consider these were directed entirely for the benefit of those living with dementia and their carers. All services were delivered free of charge although donations were welcomed.</p> <p>The activities / services delivered to meet these objectives</p>

have included the following:

### **Poppy Café**

The organisation provides a weekly drop-in Poppy Café for people living with dementia and their carers. Each session lasts two hours and is staffed by volunteers and managed by a co-ordinator.

The Café offers –

- Opportunities for support in a safe, friendly and relaxed environment;
- Social contact and friendship, allowing families and carers time to share ideas and information;
- A wide selection of activities including a monthly session of music and singing;
- Refreshments including tea, coffee and cakes;
- Access to visiting health care professionals and members of other voluntary organisations;
- Information leaflets on available resources and access to a library of books on dementia care.

### **Poppy Home Visiting Service**

The charity provides an additional Poppy Home Visiting Service that offers respite for families and carers who look after those with dementia in their own homes.

This service –

- Is provided by volunteers who offer company, support and reassurance to the client and enable carers to take time out;
- Is undertaken by volunteers that have successfully completed training in Adult Safeguarding, Communication skills, Dementia Awareness and Lone Working and who have received clearance via the DBS screening service;
- Provides visits lasting up to a maximum of 3 hours;
- Offers visits on a weekly, fortnightly, monthly or occasional basis and these are pre-arranged to suit both the clients and families' needs;
- Ensures that all visits are risk assessed, planned and coordinated.

### **Poppy PM**

Poppy PM is a new service that commenced on the 12 March 2020 to provide carers with an additional opportunity for respite. The service is provided on two

afternoons a month and carers are able to leave the person living with dementia in the care of volunteers while they have two hours to themselves.

The clients are catered for in a therapeutic environment that offers social interaction, individual activities and refreshments. Poppy PM specifically focuses on providing a quieter environment for those clients that can no longer cope in a more stimulating setting.

### **Poppy Cinema**

Vintage films are shown locally, several times a year that are open to clients, carers and the general public. The films are chosen to bring back happy memories, spark conversation and provide an opportunity for a social get-together. The films are all 'Golden Oldies' and are shown as matinees and include refreshments during the interval. This service did not operate in 2020-21.

### **Partnership working**

The Chair and Lead for Networking actively contribute to the local Dementia Friendly Community meetings and other members attend various health, social care and voluntary fora and meetings focused on services that support those living with dementia and their carers.

The organisation also has linkage with the University of East Anglia research unit into dementia and provides information to those living with dementia and their carers on possible participation in current research.

### **Public information and advice**

Holt & District Dementia Support reaches out to the public to publicise its activities and services to ensure that those needing support are able to access its services. This occurs via its website, posters and leaflets in public places and local publications.

Leaflets on other local and national resources and voluntary groups providing services for this client group are made available at the Poppy Café, Poppy PM and online.

### **Training**

The organisation usually offers dementia awareness training to local businesses and organisations and opens its in-house training for volunteers to other local organisations that might have either staff members or volunteers who could benefit from the training sessions. All new volunteers are required to attend 'Understanding

		<p>Dementia’ and Safeguarding training as soon as possible after joining the organisation. Due to the pandemic no face to face training has been possible in 2020-21 but training sessions have now been scheduled for the coming year.</p> <p><b>Performance review</b></p> <p>Prior to the Annual General meeting all volunteers and clients are requested to provide feedback on the organisation’s services and approach via a survey which can be submitted anonymously. The results of these various surveys are analysed and reported at the Annual General meeting. This year the questions have been adjusted to ascertain how well clients, carers and volunteers have felt supported during the pandemic.</p> <p><b>Additional details of objectives and activities</b></p> <p><b>Website</b></p> <p>Holt &amp; District Dementia Support provides a website that provides details of all its services and activities plus contact details for the organisation and other voluntary or statutory services that families living with dementia may need to access. This has been upgraded during the last year and has been audited and adjusted to meet the statutory standards of accessibility.</p> <p><b>Newsletter</b></p> <p>The charity provides a regular newsletter which had been published quarterly until the pandemic began, but then moved to once a fortnight so that communication with those locked down at home was maintained. The Newsletter expanded to include activities to do at home such as puzzles and crosswords as well as articles and useful information for clients, carers and volunteers. This was provided electronically to volunteers and clients alike but was delivered in hard copy to those not online.</p> <p><b>Fund raising</b></p> <p>The charity provides all its services free of charge but welcomes donations. Where applicable the organisation applies for relevant grants either locally or nationally and has benefitted from local organisations and individuals raising money on its behalf.</p>
<p>Statement confirming whether the trustees have had regard to the guidance issued</p>	<p>Para 1.18</p>	<p>The trustees have due regard to the requirement to ensure that the activities of the organisation are directed at ensuring public benefit in accordance with the guidance issued by the Charity Commission.</p>

by the Charity Commission on public benefit		
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### Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The charity does not make grants to individuals or other organisations.
Policy on social investment including program related investment	Para 1.38	The charity does not invest in other social programmes apart from those provided by the organisation.
Contribution made by volunteers	Para 1.38	<p>Volunteers are the lifeblood of the charity and without the interest and support of our volunteers the charity would not be able to provide any of its services. They contribute their time, interest and practical support to ensuring that the charity can offer its services to clients and carers. They also each contribute the benefit of a wealth of experience and knowledge that is of inestimable value to the clients and carers alike.</p> <p>In 2020-21 many volunteers committed to maintaining a service to those living with dementia, their carers and families throughout the pandemic and the successive lockdowns. Others had to temporarily withdraw from active participation due to the requirement to shield.</p>
Other		

## Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>During 2020/21 Holt &amp; District Dementia Support pursued its charitable aims throughout the pandemic and in so doing met its duty to deliver public benefit.</p> <p>This financial year began as the pandemic took hold and just after the onset of Lockdown 1. This significant event particularly affected those living with dementia and their carers. Families were isolated without their usual framework of support and those living with dementia struggled to comprehend what was happening and to follow the ever-changing rules. Clients experienced functional deterioration in their condition with loss of skills and residual mental abilities, brought on to a significant</p>

extent by social isolation and lack of stimulation. Many carers were driven to the edge of being able to cope.

The organisation set out to maintain its support for families living with dementia within the restraints of the statutory rules and adhering to best practice in ensuring the health and safety of clients, carers and volunteers. When Poppy Café resumed in March 2021 the organisation ensured that all the volunteers on the rota for the Café had received at least the first dose of the vaccine before attending the Café as a volunteer.

The organisation's main achievements during 2020-21 were as follows:

### **Poppy Café**

The Cafe stopped being provided as soon as Lockdown 1 commenced, with the last Café being held on the 10<sup>th</sup> March 2020. It remained closed until the 28<sup>th</sup> July 2020 when the first wave of Covid-19 had subsided and the local transmission rates had significantly fallen. The opening was subject to a detailed risk assessment and specific guidelines were put in place for clients and volunteers, carers were encouraged not to stay This enabled the carers to have much needed respite time and reduced the numbers of people present within the environment and helped to ensure safe social distancing.

Initially there were fewer volunteers available but it proved possible to offer a weekly Café until the 22<sup>nd</sup> December 2021 when rising numbers of local infections and the arrival of the Kent variant led to a further suspension of services.

During the period when the Poppy Café was able to operate, volunteers focused on not only providing an opportunity for social interaction, but also strove to create a therapeutic environment to maintain and where possible, regain functional capacity. This was particularly important for those clients whose speech and social skills had significantly deteriorated.

During 2020-21 the Café started to utilise an interactive white board which enabled clients to participate orally in completing simple jigsaws and word searches and to view background pictures of local settings to help initiate memories and conversations with volunteers.

Other activities offered included crafts, games and quizzes but the popular 'Singing Café' could not take place due to the Covid-19 restrictions. However, it was possible to provide some musical input through recorded music during Café sessions and on two occasions, a socially distanced service within the local church specifically for the clients led by the Samphire Singers.

Unfortunately, this year there were no visits to the Café from other local voluntary groups and services apart from visits by the local clergy.

The number of clients present varied between 3 at the lowest up to 10 per week, averaging at approximately 7 per week over the 26 weeks that it was possible to operate. Most were brought by either family or professional carers although one client attended unaccompanied. Some families felt unable to attend throughout the year for fear of infection. The significant feature of this last year has been the number of clients who have been significantly unwell during the year and not necessarily with Covid-19. This has led to a number of hospital admissions and a deterioration in the physical and mental health of clients. Four clients have moved into permanent residential or nursing care as families were no longer able to manage at home and two clients have sadly died. However, four new clients have joined the Poppy Café and clients who have shielded at home throughout the pandemic are now beginning to return.

### **Poppy PM**

Poppy PM began in March 2020 in response to a need expressed by carers for more respite time. The service was initially scheduled to be available two afternoons a month but unfortunately the arrival of Covid-19 curtailed its provision almost immediately. Poppy PM re-commenced in October 2020 with 5 sessions being held before it was once more suspended in December 2020. It began again on the 8<sup>th</sup> April 2021 and is once more being provided on two afternoons per month. Initial attendance was low but 7 attended the last session.

Poppy PM has provided a quieter, more relaxed environment for clients. Regular attendance by a visiting pianist has helped to enhance the sense of relaxation and clients have enjoyed hearing familiar songs.

### **Poppy Home Visiting Service**

During this past year, the Poppy Home Visiting Service was particularly affected by the pandemic with the Service closed from April - August 2020 and also from January - March 2021. The Service was therefore only available for four months from September - December 2020. During this period the Service operated with 15 volunteers who undertook 133 visits with 11 clients.

During the year one client moved into a care home and was discharged from the service but three new clients have either applied directly or have been referred for home visiting. The organisation has also welcomed three additional volunteers as home visitors while six volunteers have had to stand down during the year.

The Service has been welcomed by clients and carers alike as lockdown restrictions have led to many being trapped at home without any outside company or stimulation during a very challenging period.

When visiting has been possible, the usual range of activities undertaken have included: conversation, listening to music, being read to, looking at picture books and old photographs, singing, colouring pictures, jigsaw puzzles, simple card or board games.

### **Response to Covid-19**

All the charity's routine services were suspended during the successive lockdowns. In response to this, the organisation instituted a support programme in which named volunteers regularly contacted clients and carers by telephone at least once a week, offering an opportunity to chat and discuss concerns plus, for those that requested it, assistance with shopping, collecting medicines, occasional gardening or a chat on the door step with social distancing in place. Some clients were provided with activities they could do at home such as colouring and quizzes.

This proved to be a very worthwhile service providing a link and support to clients who at the time were feeling isolated and anxious.

### **Poppy Cinema**

The usual programme of vintage films had to be cancelled this year and no films were shown.

### **Partnership working**

Holt & District Dementia Support has continued to work with other partner organisations to strengthen services for those living with dementia.

During 2020-21 none of the usual partnership meetings have taken place but the organisation has taken part in a number of online meetings organised by the local authority or carer organisations. One to one electronic support has been established with other voluntary groups in the county providing services to families living with dementia.

Close ties have been maintained with the local parish church to ensure that services were maintained to vulnerable clients throughout the pandemic.

The Lead for Networking has stood down from the role which has been taken on by the Client and Carer representative on the Working Committee. Contact with the local Carers Matter voluntary group has continued and

information from them has been shared with clients and carers.

The Chair of the organisation has taken part in online meetings with other dementia friendly organisations within the county, facilitated by Norfolk County Council. These looked at sharing ideas and best practice on supporting clients during the pandemic.

Through involvement in the local dementia friendly community, the organisation has been able to contribute to discussions relating to the provision of a care home facility within the town that will cater for people living with dementia.

### **Performance review**

Clients and carers at each of the organisation's services are issued with a survey questionnaire each year as are all volunteers within the organisation. The results of the 2019-20 surveys were analysed and reported this year as part of an electronic Annual General meeting held in August 2020. Comments were very positive and suggestions contributed to the formation of Poppy PM.

The surveys for 2020-21 were circulated in March 2021 and will be reported at the forthcoming Annual General Meeting in May 2021. This year the surveys have concentrated on questions related to the organisation's response to the pandemic.

### **Public information**

During the year the opportunities for provision of public information have been limited. Communication has concentrated on existing clients and their families but earlier publicity has ensured that the organisation has continued to receive applications from individual clients' families during the year as well as referrals from both health and social care professionals.

During the year a further review and updating of the website took place to ensure that it is compliant with the Web Accessibility Content Guidelines 2.1. Additional upgrades took place to provide a simple donation button to facilitate giving by those who wished to donate to the work of the organisation.

The operational Working Committee of the organisation recognised the need to strengthen its communication with

		<p>clients, carers and volunteers at an early stage in the pandemic. This has been facilitated by moving the original quarterly Newsletter to a fortnightly production. This has enabled everyone to stay in touch and to receive valuable information on local services being provided throughout the pandemic as well as one page of fun activities to do at home.</p> <p><b>Education &amp; Training</b></p> <p>It has not been possible to offer regular training sessions during 2020-21 due to the restrictions in place as a result of the pandemic. New volunteers have been offered one to one support and supervision on joining the organisation.</p> <p>Understanding Dementia and Safeguarding Adults training for new volunteers and update training for existing volunteers has been scheduled for 2021 once lockdown restrictions have been lifted.</p> <p>Hygiene and kitchen safety training sessions have been scheduled for May/June 2021 on a one-to-one basis to ensure social distancing at all times.</p>
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**Additional information (optional)**

You may choose to include further statements where relevant about:

<p>Achievements against objectives set</p>	<p>Para 1.41</p>	<p>The charity has achieved against all its agreed objectives despite the restrictions imposed by the response to the pandemic. It has continued to provide its services when safe to do so and has offered personal telephone support and assistance when that has not been possible.</p> <p>It remains focused on raising awareness about the needs and interests of those living with dementia, sharing information with partnership organisations and helping to raise the profile of those living with dementia when new developments are envisaged in the local community.</p> <p>The organisation has ensured that communication with families living with dementia and the public has been assured through the provision of the fortnightly Newsletter and website.</p> <p>Holt &amp; District Dementia Support did not withdraw from providing its services during the last year but instead looked for innovative ways to make sure it continued to support those families known to it and to reach out to others struggling to cope with the challenge of dementia in the most difficult of times.</p>
<p>Performance of fundraising activities against objectives set</p>	<p>Para 1.41</p>	<p>The charity does not set itself any objectives in terms of fundraising but has been fortunate to receive contributions towards its services from the continued support of local people, businesses and individuals who have benefitted from the service.</p>

Investment performance against objectives	Para 1.41	The charity does not have any objectives in relation to investments.
Other		

## Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	Cash held at the bank totalled £15k at 31 March 2021, following an excess of receipts over expenditure of £100 for the year ended 31 March 2021.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	The main financial risk to the charity is reduced donations and the reserves are held to cover operational costs in the event of a loss of income, to meet the costs of possible new initiatives and to meet any unforeseen expenditure that may occur. It is the charity's policy to maintain reserves that would cover 24 months activity in the event of a loss of income. Expenditure totalled £3k for the year ended 31 March 2021.
Amount of reserves held	Para 1.22	The reserves held at 31 March 2021 totalled £15k.
Reasons for holding zero reserves	Para 1.22	Not applicable
Details of fund materially in deficit	Para 1.24	Not applicable
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	The Covid-19 pandemic led to the suspension of the charity's services to those living with dementia and their carers throughout significant parts of the year but the organisation has remained active in other ways and continues as a going concern.

### Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	The charity's principal source of funds is from donations. These come from the clients and carers who use the services, fundraising initiatives by local individuals, organisations, businesses and from bequests. The charity applies for community grants where applicable but did not receive such a grant in 2020-21.
Investment policy and objectives including any social investment policy adopted	Para 1.46	Not applicable.

A description of the principal risks facing the charity	Para 1.46	<p><b>Risk Management</b></p> <p>The charity has a proactive approach to risk management. The Trustees have identified their key risks and have in place a risk management plan to manage and mitigate the identified risks. This is monitored regularly and updated as required.</p> <p>The risk register of key risks identified the potential health &amp; safety risks associated with infection risks to clients and volunteers and has been regularly updated in light of the Covid-19 pandemic and this is now identified as the organisation's principal risk to its services.</p> <p>The Home Visiting Service undertakes a risk assessment on all new clients and the subsequent risk management plan is made available to all volunteers visiting the client and this is updated as required.</p> <p>Specific guidance is available for volunteers at both the Poppy Café and the Home Visiting service to manage risks associated with the health and well-being of clients. This guidance is brought to the attention of all new volunteers with the service as part of the volunteer's induction to the organisation.</p> <p>Checks with the Disclosure and Barring Service are undertaken for all members who exercise positions of responsibility within the organisation and all those who volunteer as Home Visitors to ensure protection for our vulnerable clients.</p> <p>Public liability insurance is in place plus additional accidental cover for volunteers undertaking duties with the organisation.</p>
Other		

## Structure, Governance and Management

Description of charity's trusts:		
Type of governing document	Para 1.25	Holt & District Dementia Support is governed by a Constitution that was agreed and ratified by the entire membership when the organisation registered with the

		Charity Commission in September 2018.
How is the charity constituted?	Para 1.25	The organisation is registered as a Charitable Incorporated Organisation.
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	<p><b>Recruitment and appointment of trustees</b></p> <p>Trustees are appointed from within the membership of the organisation and are elected by those members that are in attendance at the Annual General meeting.</p> <p>Trustees are proposed and seconded by current members and are required to indicate their willingness to take on the additional responsibilities associated with being an officer within the organisation and the duties and responsibilities associated with being a trustee prior to the Annual General meeting. Members are eligible to be considered as trustees based on their personal abilities, specialist knowledge and skills and commitment to the aims and objectives of the organisation.</p> <p>If a trustee vacancy occurs before the Annual General meeting is due to take place the existing trustees will appoint an interim trustee to ensure continuity of governance and the appointment will be subject to a vote of the membership at the next Annual General meeting.</p>

### **Additional information (optional)**

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p><b>Induction and training of trustees</b></p> <p>On appointment as a trustee, the appointee is provided with an introduction to the role by an existing trustee and given a copy of the Constitution and the organisation's policies and procedures. In addition, the new trustee is directed to the guidance issued by the Charity Commission on the duties and responsibilities associated with being a trustee and the importance of public benefit.</p>
The charity's organisational structure and any wider network with which the charity works	Para 1.51	<p><b>Organisational structure</b></p> <p>The charity has a well understood structure that supports good governance and operational management.</p> <p>The charity trustees are responsible for exercising responsibility for the corporate governance of the organisation, setting its strategic direction and ensuring compliance with both its Constitution and the requirements of being a Charitable Incorporated Organisation.</p> <p>The operational management of the various services provided by the charity are overseen by the Working</p>

	<p>Committee, which comprises the trustees plus other appointees and advisors that contribute specific knowledge and expertise. The trustees and members of the Working committee receive no remuneration other than payment for incidental expenditure associated with undertaking their role as either committee members or as volunteers. All give of their time freely.</p> <p>During 2020-21 the trustees agreed to increase the number of trustees from 5 to 6 to ensure that the Lead for Poppy PM is included alongside the other service leads as a trustee. This was approved at the Annual General Meeting.</p> <p>The Trustees' committee and the Working Committee meet six times a year with the Trustee committee meeting preceding that of the Working committee if there are items to discuss that are only relevant to the trustees. Otherwise the meetings are integrated. Each committee has specific terms of reference which ensure that responsibilities, delegation and decision-making is clearly defined and duplication is avoided. Both committees are chaired by the Chair of the organisation to ensure continuity and good communication between both committees.</p> <p>Volunteers are core to the organisation and are recruited from the general public and specifically for their commitment to the aims and objectives of the organisation in supporting those living with dementia and their carers. Volunteers are invited to attend a meeting twice a year to ensure that all members have an opportunity to contribute to the direction of the organisation and to discuss issues with the membership of both committees. All members are invited to attend the Annual General meeting.</p> <p>In addition to the Constitution, Holt &amp; District Dementia Support has a suite of policies to support good governance including policies on Safeguarding, Recruitment, Data Protection and Lone Working and all members are directed to these policies on joining the charity. This guidance is supplemented by a comprehensive handbook that is issued to all new members.</p> <p>Training is provided to all new volunteers who have been accepted as members through the recruitment process including training on dementia awareness, safeguarding and communication skills. Bespoke training is arranged when specific issues arise such as Data Protection training when the General Data Protection Regulations were</p>
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enacted.

## **H&DDS ORGANISATIONAL STRUCTURE**

### **TRUSTEES**

Chair  
Deputy Chair/ Lead for Home  
Visiting  
Treasurer  
Administrator  
Lead for Poppy Café  
Lead for Poppy PM

### **THE WORKING COMMITTEE**

Trustees  
Lead for Media / Newsletter  
Administrator for Poppy Café  
Client & Carer representative  
Appointed members  
Representatives from associated  
organisations

### **MEMBERS**

Current volunteers who have completed  
the recruitment process

Relationship with any related parties	Para 1.51	<p><b>Relationship with related parties</b></p> <p>The charity is an active participant in the local Dementia Friendly Community programme, supporting initiatives to engage with local businesses, consulting with the local council and health authorities about local provision for those families living with dementia and providing dementia awareness information and training.</p> <p>The charity is also in regular contact with other charities in this field such as AgeUK, the Alzheimer's Society, the Admiral Nursing Service and the local Dementia Action Alliance so that advice, support and service provision is integrated and focused on the needs of the local client group.</p>
Other		

## Reference and Administrative details

Charity name	Holt & District Dementia Support
Other name the charity uses	
Registered charity number	1179793
Charity's principal address	Hanworth House 23 Cromer Road Holt NR25 6EU

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Claire Roberts	Chair	Whole period	Membership of organisation
2	Eleanor Sidgwick	Deputy Chair / Lead for Home Visiting	Whole period	Membership of organisation
3	David Sidgwick	Treasurer	Whole period	Membership of organisation
4	Kate Gosden	Administrator	Whole period	Membership of organisation

5	Steven Glenister	Lead Coordinator for the Poppy Cafe	Whole period	Membership of organisation
6	Isobel Horsley	Lead Coordinator for Poppy PM	Whole period	Membership of organisation

Corporate trustees - names of the directors at the date the report was approved

<b>Director name</b>		
None		

Name of trustees holding title to property belonging to the charity

<b>Trustee name</b>	<b>Dates acted if not for whole year</b>	
None		

### **Funds held as custodian trustees on behalf of others**

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

### **Additional information (optional)**

#### **Names and addresses of advisers (Optional information)**

<b>Type of Adviser</b>	<b>Name</b>	<b>Address</b>
Admiral Nurse	Sarah Farmer-Wright	<a href="https://www.dementiauk.org/get-support/find-an-admiral-nurse/">https://www.dementiauk.org/get-support/find-an-admiral-nurse/</a>
Examiner	Angela Harcourt	Hard Farm, Little Marsh Lane, Field Dalling, Holt, NR25 7LL
Bank	Manager, Barclays Bank	16 High Street, Holt, NR25 6BQ

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#### **Name of chief executive or names of senior staff members (Optional information)**

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**Working Committee**

**Trustees plus:**

Lead for Communications, Media Relations and Website – Sue Wharfe

Administrator for Poppy Café – Lee Rix

**Representatives from:**

Glaven Caring – Maureen Buckey

Clients, Carers and Networking – Helen Banham

**Exemptions from disclosure**

Reason for non-disclosure of key personnel details

All disclosed

**Other optional information**

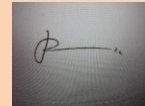
**Declarations**

**The trustees declare that they have approved the trustees' report above.**

**Signed on behalf of the charity's trustees:**

**Signature(s)**

Claire Roberts



**Full name(s)**

Claire Roberts

David Sidgwick

**Position (eg Secretary, Chair, etc)**

Chair

Treasurer

**Date**

17 May 2021

Holt & District Dementia Support

Annual Report 17<sup>th</sup> May 2021

Registered Charity No. 1179793



HOLT & DISTRICT DEMENTIA SUPPORT

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

2020				2021
£	£		£	£
<b>RECEIPTS</b>				
	1,553	Donations at Poppy Café	674.41	
	6	Donations at Poppy PM	64.60	
	835	Home Visiting Service donations	210.00	
	247	Gift Aid	231.98	
	12	Sale of disabled toilet keys	5.00	
	18	Deposit account interest	6.17	
	0	Sundry income	1.00	
3,452	<u>781</u>	Fund raising	<u>0.00</u>	1,193.16
One-off donations:				
	0	Legacy from Dr. Pearce	500.00	
	320	Personal donations	647.48	
	500	East of England Co-op	0.00	
	411	High Kelling Social Club	0.00	
	1,890	Fairfax & Favor	0.00	
3,321	<u>200</u>	Brits Charity Cricket	<u>0.00</u>	1,147.48
Donations in memory of:				
	0	GW Townley	61.00	
	0	Jill Deacon	155.00	
	0	Irene Rowley	500.00	
	0	Brenda Sowter	140.00	
	135	Alan Ward	0.00	
	520	Ken Gledhill	0.00	
	70	Mrs PB Sweet	0.00	
	482	Tony Gibson	0.00	
	495	David Banham	0.00	
	475	Bill Elliott	0.00	
2,646	<u>469</u>	Josie Grand	<u>0.00</u>	856.00
<u>9,419</u>		Balances carried forward		<u>3,196.64</u>

HOLT & DISTRICT DEMENTIA SUPPORT

RECEIPTS AND PAYMENTS ACCOUNT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

2020					2021
£	£		£	£	£
9,419		Balances brought forward			3,196.64
		<b>PAYMENTS</b>			
		Poppy Café expenditure			
	1,585	Meeting room hire	756.00		
	474	Refreshments	200.31		
	167	Materials	66.90		
2,331	<u>105</u>	Volunteers' mileage & parking	<u>147.60</u>	1,170.81	
		Poppy PM expenditure			
	0	Meeting room hire	131.25		
	0	Refreshments	6.00		
0	<u>0</u>	Volunteers' mileage & parking	<u>22.04</u>	159.29	
		Home Visiting Service expenditure			
	924	Volunteers' mileage	399.45		
1,038	<u>114</u>	Receipts pads	<u>0.00</u>	399.45	
		General expenditure			
	0	Covid costs (incl. PPE)	300.05		
	1,020	Website costs	270.00		
	257	Insurance	291.74		
	130	General mileage	85.23		
	123	Stamps, stationery, printer ink and paper	194.76		
	120	DBS checks	36.00		
	110	Gifts	98.84		
	189	Meeting costs (incl. room hire)	114.93		
	11	Volunteers' refreshments	6.24		
	108	Fund raising expenditure	0.00		
	113	Gift aid envelopes	0.00		
	434	Leaflets & posters	0.00		
	31	Volunteers' party	0.00		
	18	Display board	0.00		
	17	Disabled toilet keys	0.00		
2,689	<u>8</u>	Sundry expenses	<u>0.00</u>	1,397.79	3,127.34
<u>£3,361</u>		<b>Excess of Receipts</b>			<u>£69.30</u>